Online Ordering User Guide

Contents:

Logging In
- Via brake.co.uk (p3)
- Via bookmark (p4)
- Forgotten Username & Password (p5)

Homepage Screen (p6)

Settings and Help
- Switching Accounts (p7)
- Renaming Your Accounts (p8)
- Changing Your Details (p9)
- Help & Support (p10)

Choosing Your Delivery Date (p11)

Searching for Products
- Search Bar (p12)
- Product Browse Function (p13)
- Refining Results (p14)
- Grid Versus List View (p15)
- Turning Images Off (p16)

Viewing & Adding Products
- Viewing Products: Grid View (p17)
- Viewing Products: Detailed View (p18)

Promotional Products
- Promotions Tab (p19)
- Multi-buy (p20)
- Special Price (p21)
- Buy *x* get *x* free (p22)
- Promo Products in General Product View (p23)

Your Basket
- Overview (p24)
- Viewing/Amending Products in Basket (p25)
- Quick Add (p26)
- Basket Navigation Bar (p27 - p28)

Favourite Lists (p29-31)

Checkout
- Overview (p32)
- Central Information (p33-34)
- Waiting for Confirmation Stage (p35)

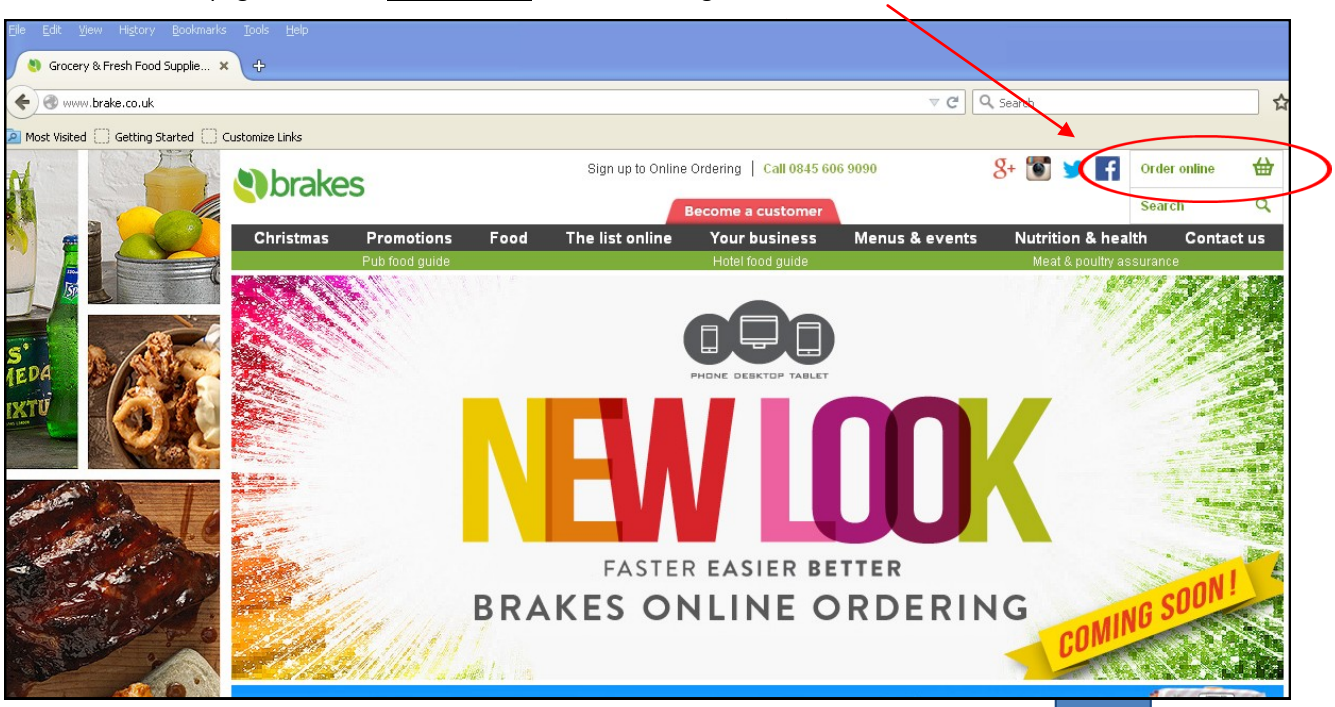
Order Management
- Amending Orders (p36-38)
- Recent Purchases (p39)
- Order History (p40)
- Repeat Order View (p41)

**Prices displayed in any user guide imagery are not an accurate representation of your pricing.*

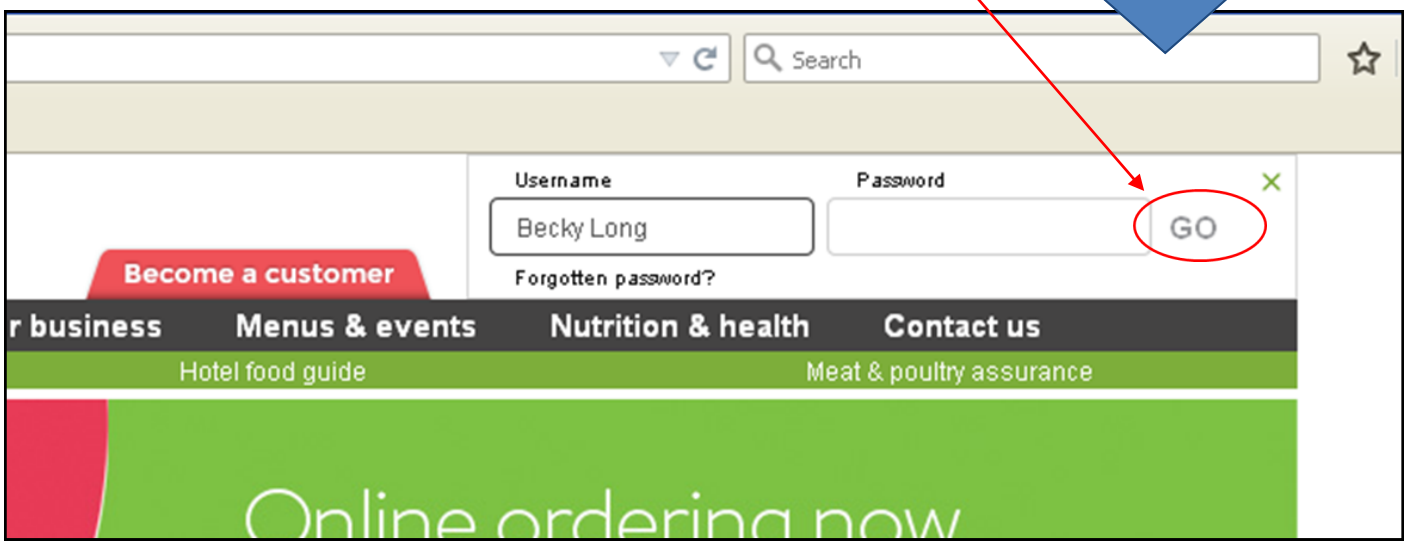
1. Logging In

Logging In Via www.brake.co.uk

- To begin online ordering with Brakes, firstly type in **www.brake.co.uk** into your browser.
- On the homepage, select the **Order Online** button in the right hand corner.



- A box will appear asking you to type in your Username and Password which you will have been sent via email. Once completed select **GO**.



Logging In Via Bookmark

- If you prefer to bookmark your pages once logging in, when returning to the site you will see the log in screen below.
- From this screen you will also have the opportunity to do the following:

  View our **Social Media** pages

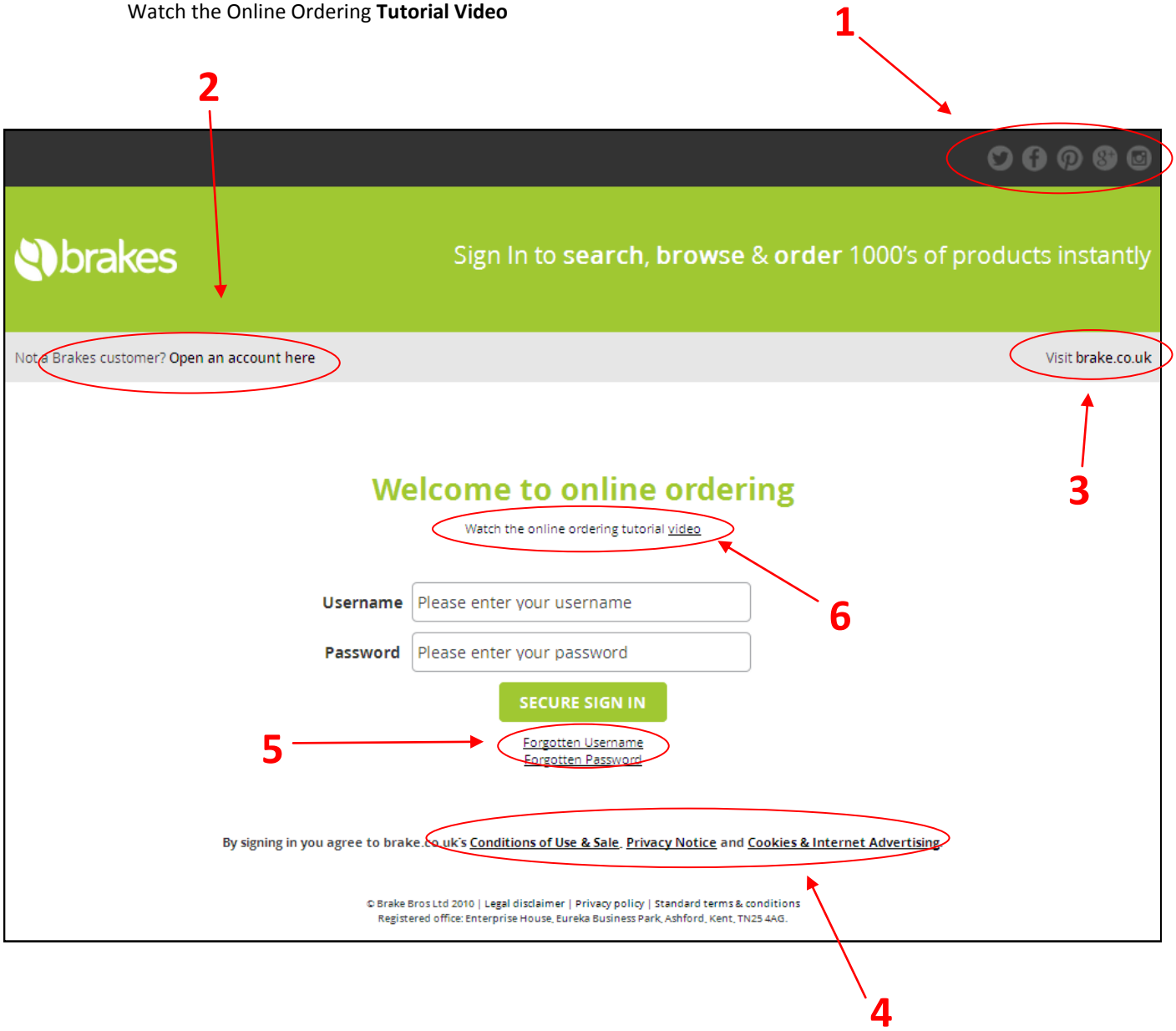
  Open an account if you are not yet a customer

  Visit the **brake.co.uk** website

  View our **Terms and Conditions**

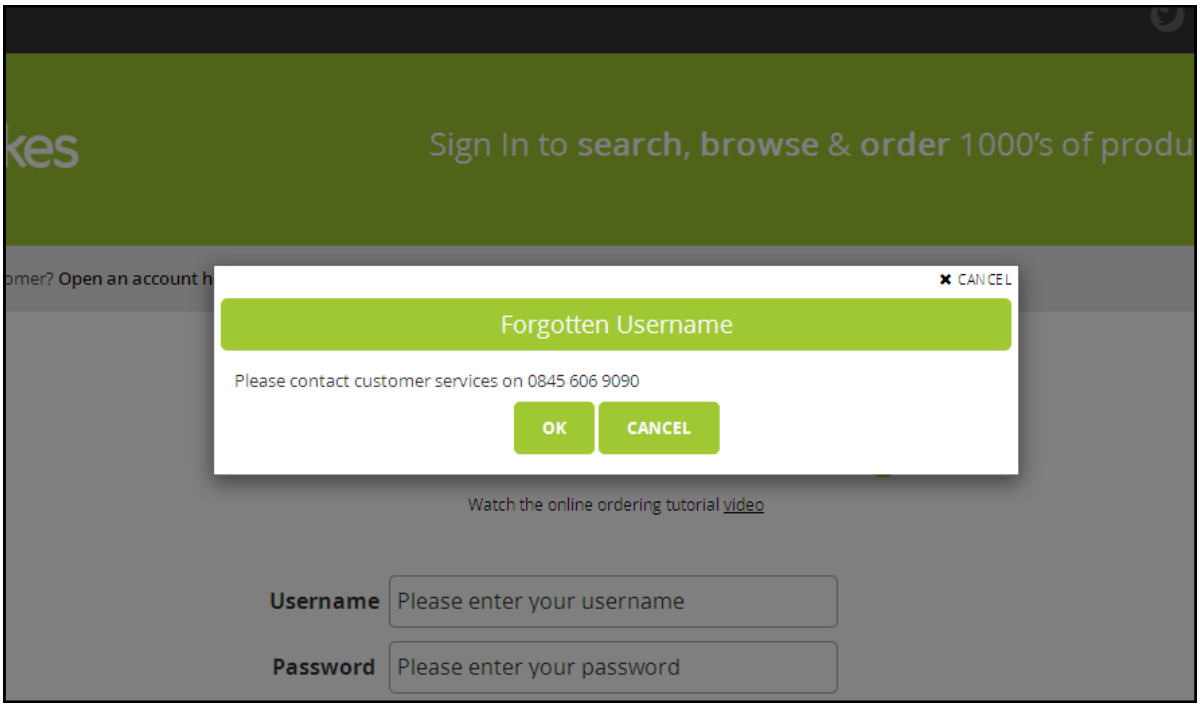
  Request any **Forgotten User Details**

  Watch the Online Ordering **Tutorial Video**

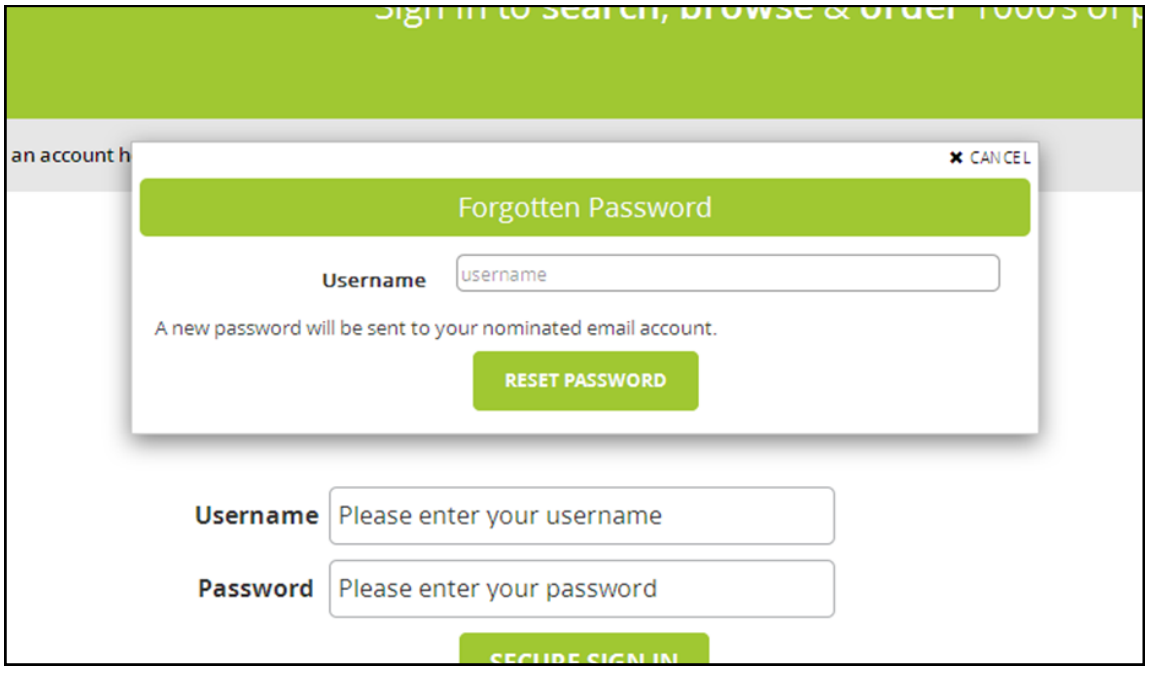

1
2
brakes
Sign In to search, browse & order 1000's of products instantly
Not a Brakes customer? Open an account here
Visit brake.co.uk
3
Welcome to online ordering
Watch the online ordering tutorial video
6
Username
Please enter your username
Password
Please enter your password
SECURE SIGN IN
5
Forgotten Username
Forgotten Password
By signing in you agree to brake.co.uk's Conditions of Use & Sale, Privacy Notice and Cookies & Internet Advertising
© Brake Bros Ltd 2010 | Legal disclaimer | Privacy policy | Standard terms & conditions
Registered office: Enterprise House, Eureka Business Park, Ashford, Kent, TN25 4AG.
4

Forgotten Username or Password

- If you select **Forgotten Username** or **Forgotten Password**, the following pop up boxes will appear.
- If you have forgotten your username, please call the number listed and our customer services team will be more than happy to help.



- If you have forgotten your password, please type in your username and a new password will be sent to the email address used in registration.



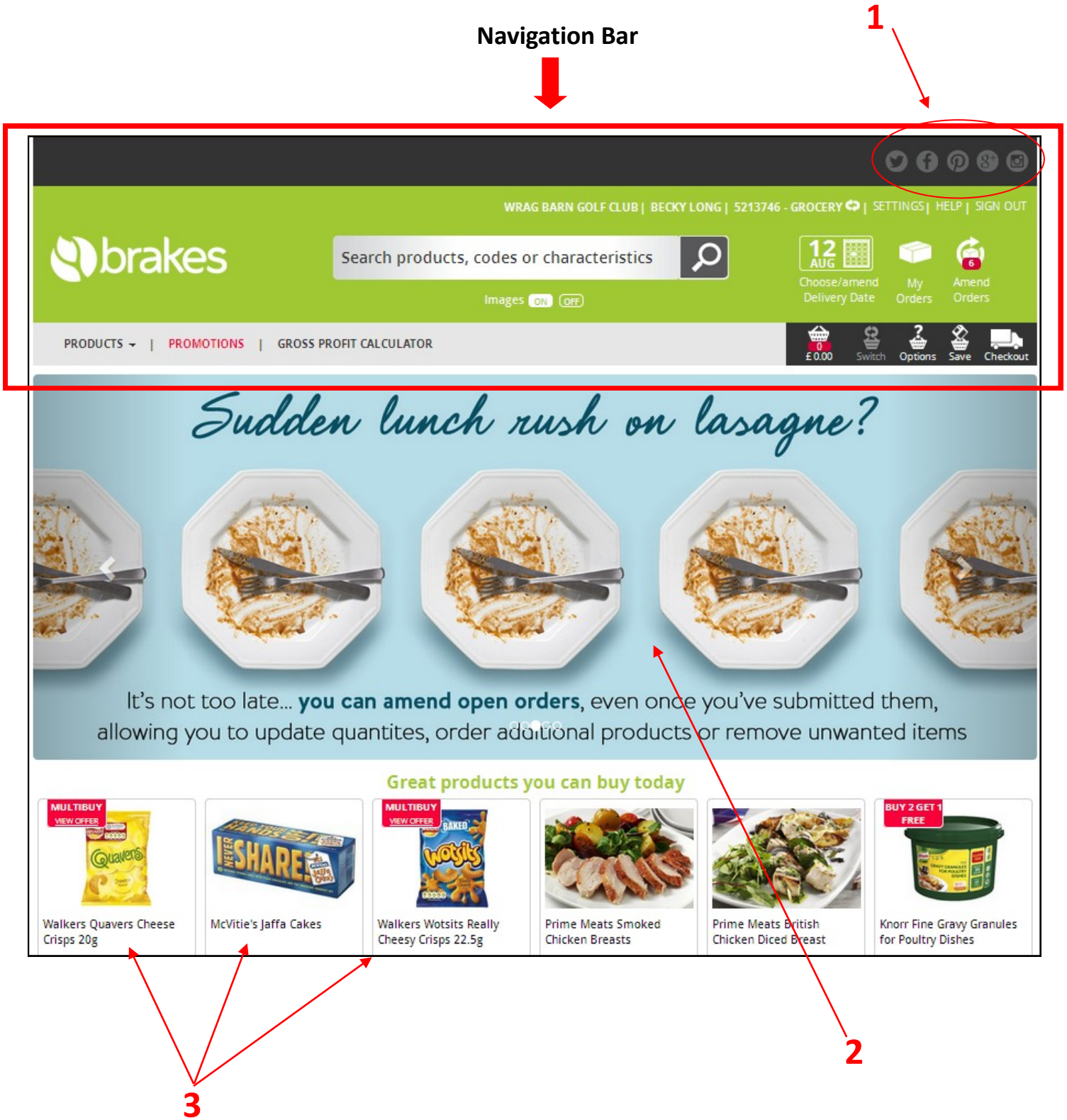
2. Homepage Screen

- When logging on you will be taken to the below homepage. The green and grey **navigation bar** at the top of the page will remain constant throughout your journey and will allow you to carry out most tasks. We will go into further detail of these tasks in the next few steps.
- A few key features worth pointing out at this stage are the following:

  Links to our social pages

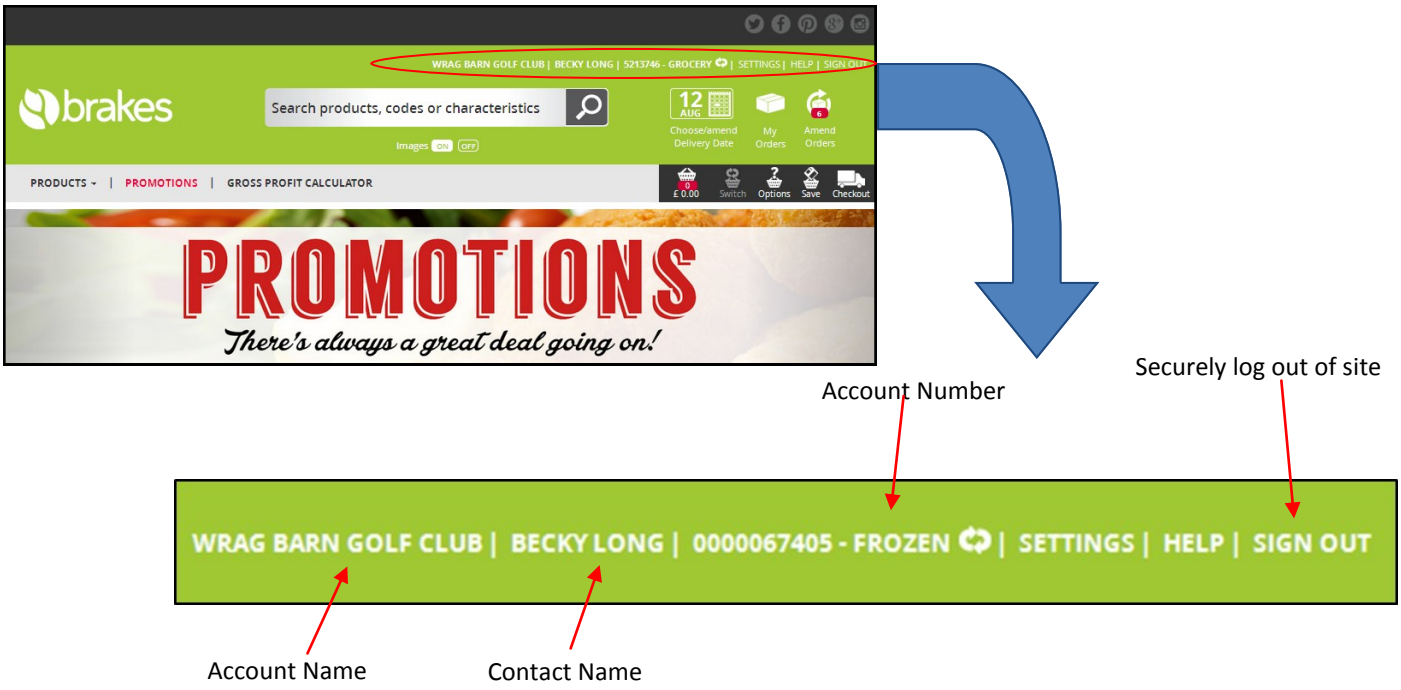
  Information section relevant to you. This may show tips on how to use the site, or highlight any promotional products available to you.

  3. Recently Purchased Products


Navigation Bar
1
WRAG BARN GOLF CLUB | BECKY LONG | 5213746 - GROCERY | SETTINGS | HELP | SIGN OUT
brakes
Search products, codes or characteristics
Images ON OFF
12 AUG
Choose/amend Delivery Date
My Orders
6
Amend Orders
PRODUCTS | PROMOTIONS | GROSS PROFIT CALCULATOR
0 £0.00
Switch
Options
Save
Checkout
Sudden lunch rush on lasagne?
It's not too late... you can amend open orders, even once you've submitted them, allowing you to update quantites, order additional products or remove unwanted items
Great products you can buy today
MULTIBUY VIEW OFFER
Walkers Quavers Cheese Crisps 20g
McVitie's Jaffa Cakes
MULTIBUY VIEW OFFER
Walkers Wotsits Really Cheesy Crisps 22.5g
Prime Meats Smoked Chicken Breasts
Prime Meats British Chicken Diced Breast
BUY 2 GET 1 FREE
Knorr Fine Gravy Granules for Poultry Dishes
2
3

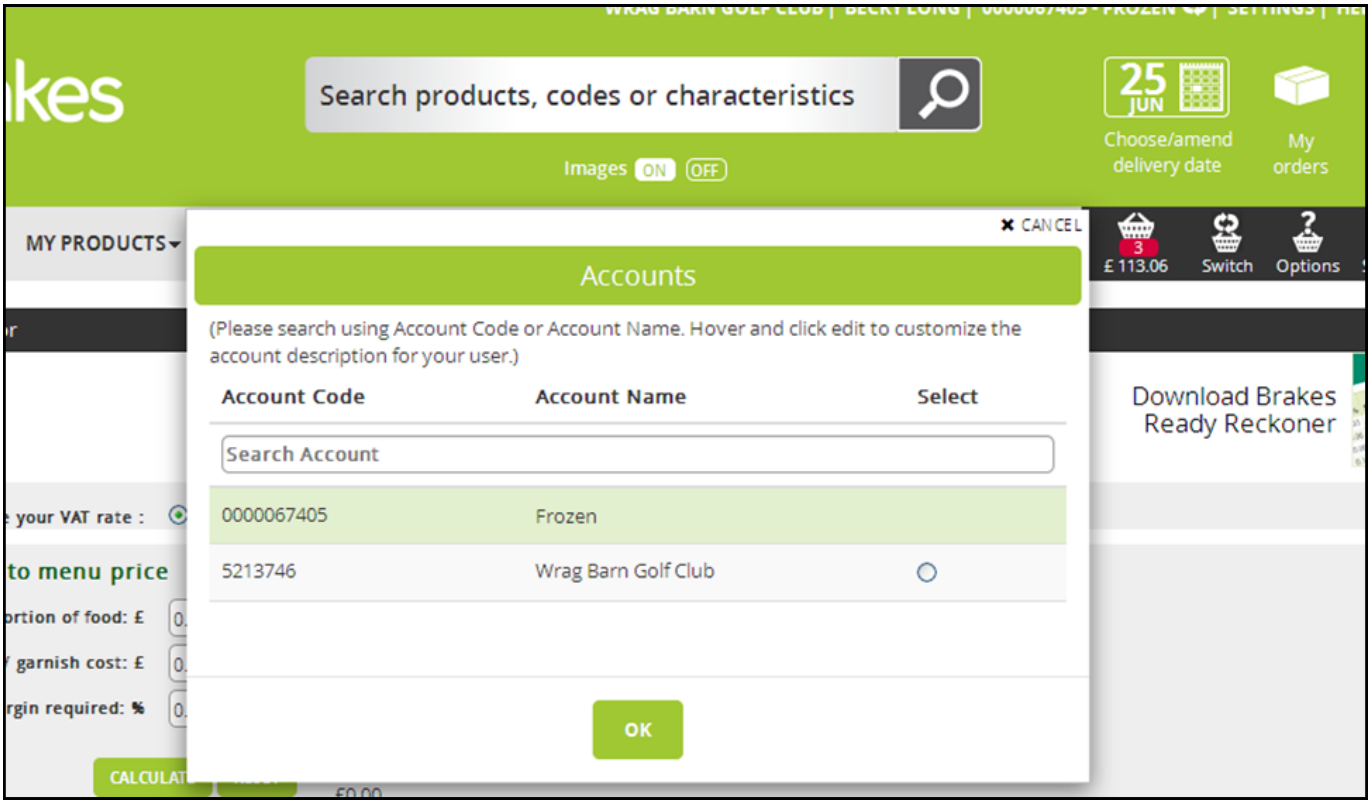
3. Settings & Help

- At the top of the navigation bar you will be able to view your account settings as well as access any help or support you require in your online journey. This section will be looking in detail at the area circled in red below.


WRAG BARN GOLF CLUB | BECKY LONG | 5213746 - GROCERY | SETTINGS | HELP | SIGN OUT
brakes
Search products, codes or characteristics
Choose/amend Delivery Date
My Orders
Amend Orders
PRODUCTS | PROMOTIONS | GROSS PROFIT CALCULATOR
Switch
Options
Save
Checkout
PROMOTIONS
There's always a great deal going on!
Account Number
Securely log out of site
WRAG BARN GOLF CLUB | BECKY LONG | 0000067405 - FROZEN | SETTINGS | HELP | SIGN OUT
Account Name
Contact Name

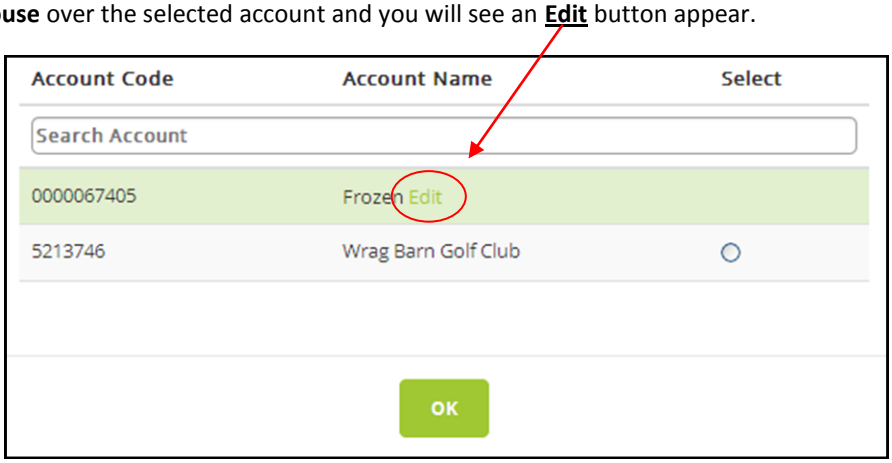
Switching Accounts

- Select **Account Number** to view the accounts available to your user. The below pop up menu will appear.
- To switch accounts, select an account from the list that you would like to view and click **OK**. If you have a large number of accounts linked to your user, utilise the search bar to quickly find the account you wish to view.

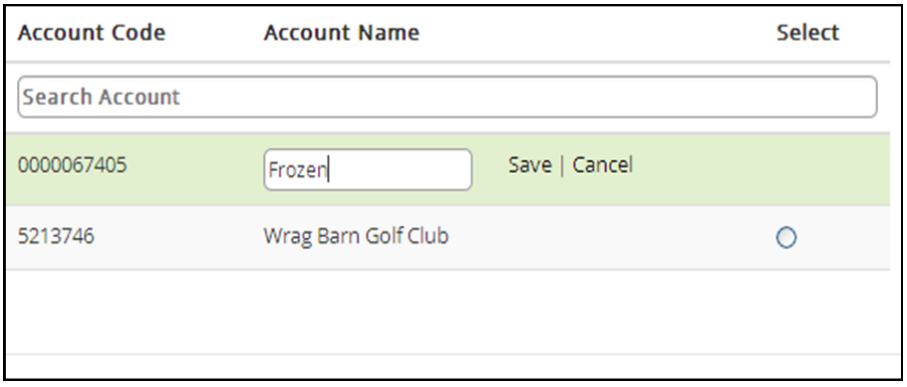


Renaming Your Accounts

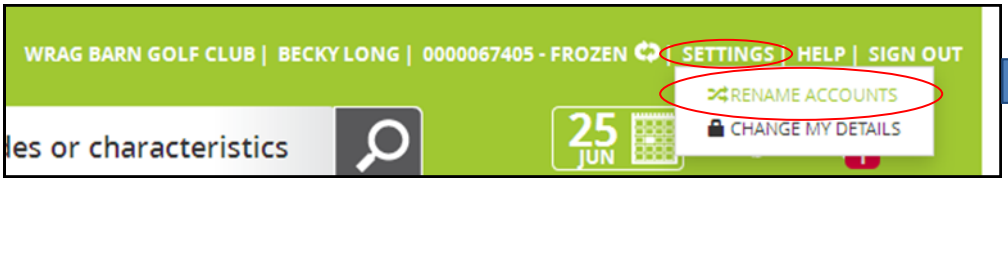
- If you would like to label your account number so it is more recognisable, it is also possible to do this from the **Switching Accounts** screen.
- **Hover the mouse** over the selected account and you will see an **Edit** button appear.

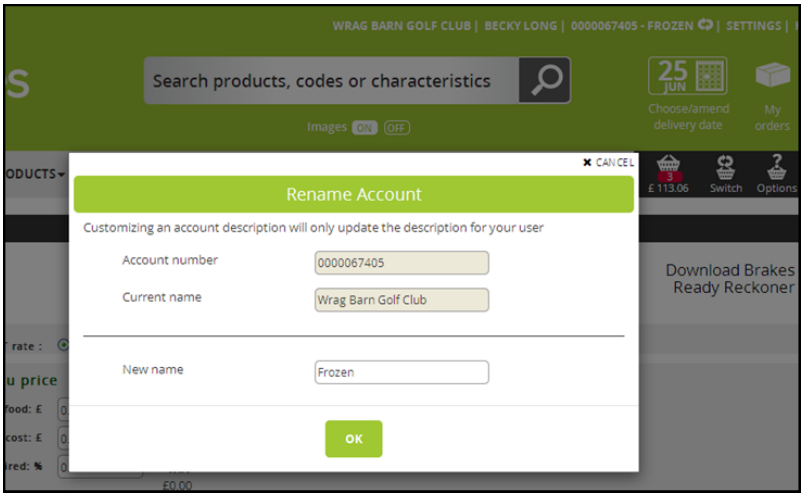


- Select **Edit** and then type the label of your choice.
- Click **Save** once finished to confirm your changes or **Cancel** if you wish to go back.



- You can also label your accounts via **Settings** by selecting **Rename Accounts.**
- A pop up menu will appear where you can type in your chosen new label. Click **OK** to confirm changes and exit.

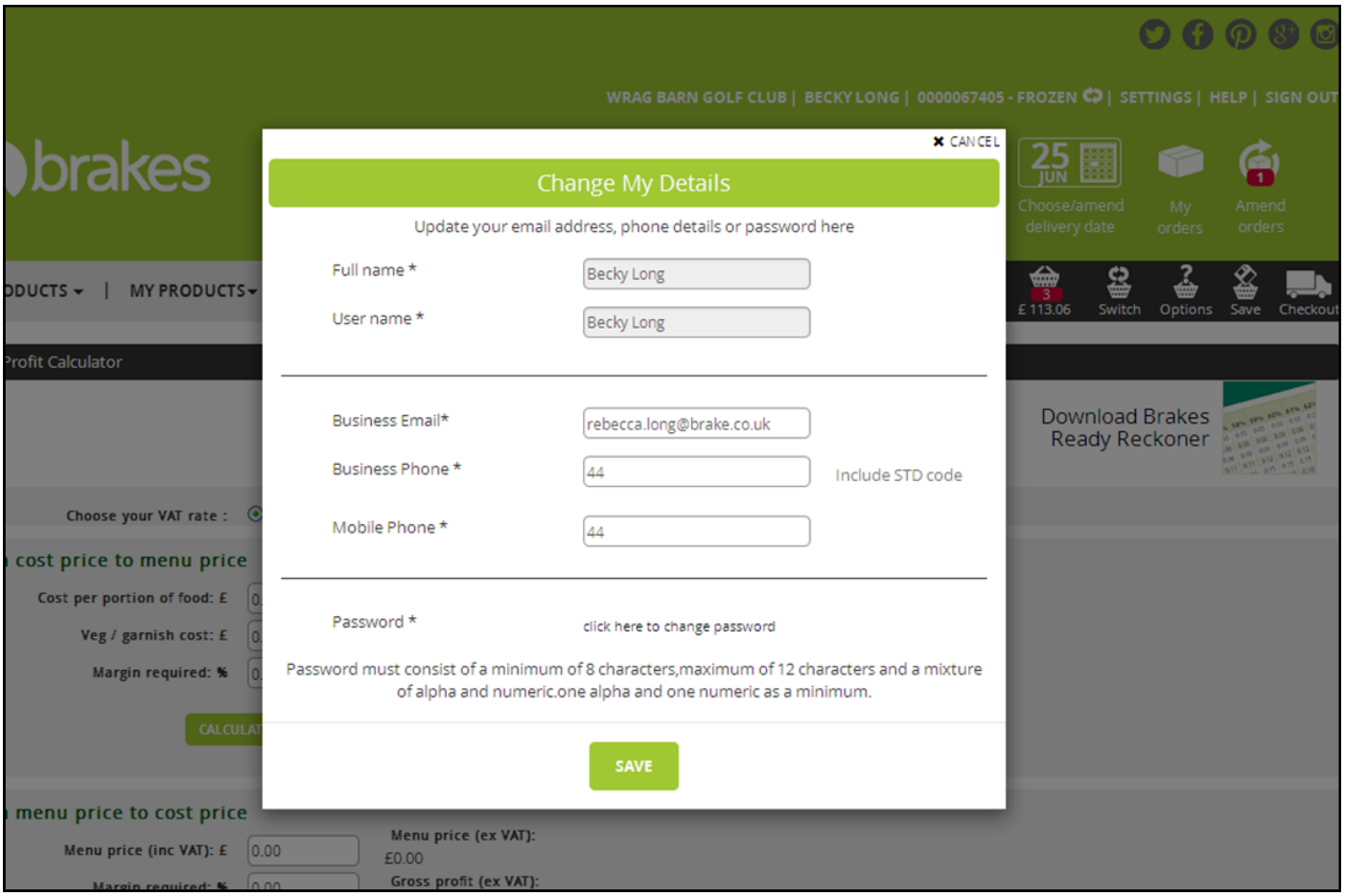




Changing Your Details

- The **Settings** button will allow you to change certain account details such as email and password.
- To do this select **Change My Details** and the below pop up menu will appear.
- Update the fields you wish to change and click **Save** to save and exit.

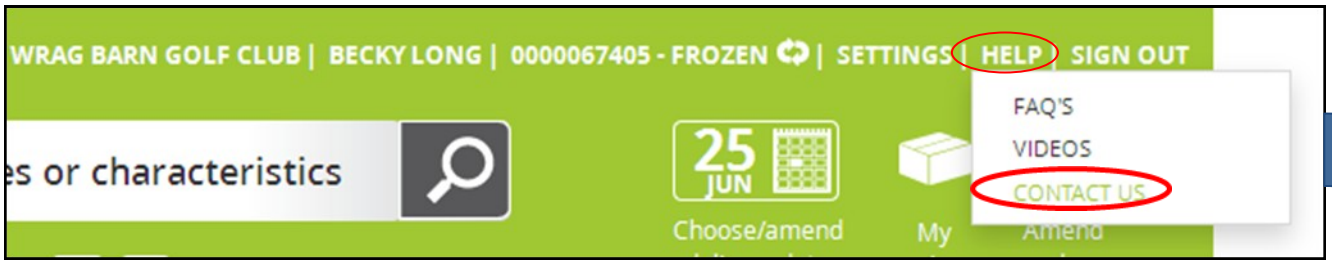
WRAG BARN GOLF CLUB | BECKY LONG | 0000067405 - FROZEN | SETTINGS | HELP | SIGN OUT
RENAME ACCOUNTS
CHANGE MY DETAILS
es or characteristics
25 JUN



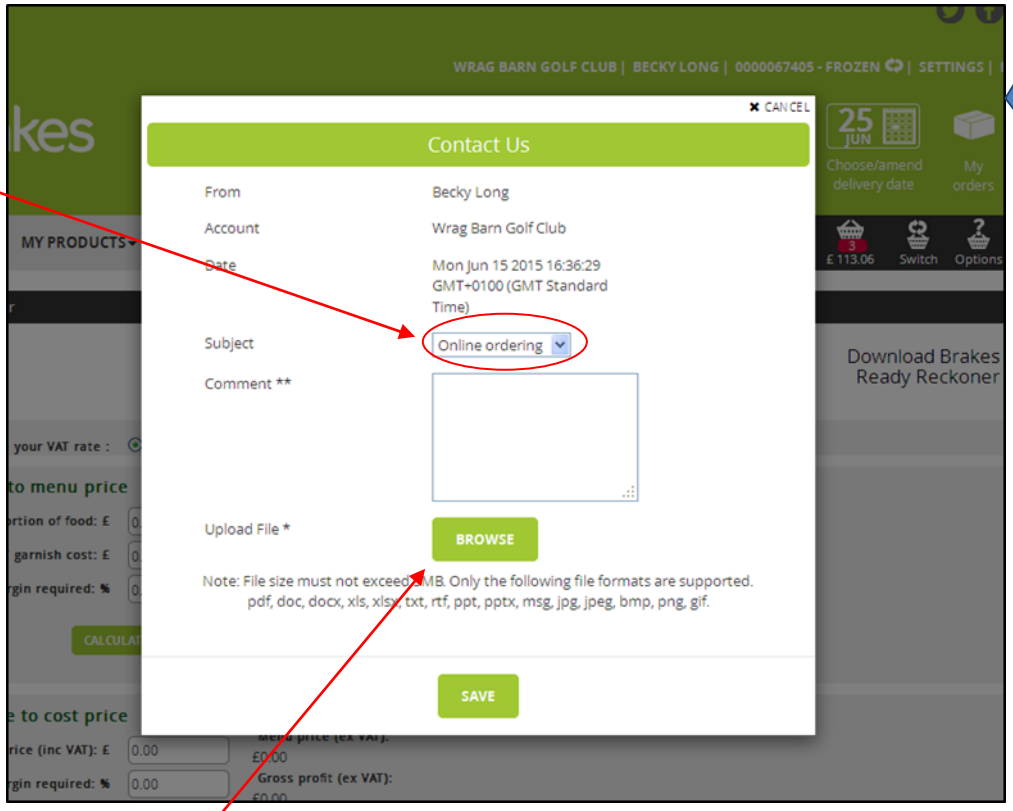
- To update the **Full Name** and **User Name** fields you will need to contact Customer Services.

Help & Support

- You can also access a range of support options by selecting the **Help** button.
- This contains links to our **FAQs,** tutorial **Videos** and a **Contact Us** section which leads to a pop up comments form which will be sent direct to your relevant Customer Services team.



Choose a subject category for your comment in the drop down box to aid us in resolving your query.

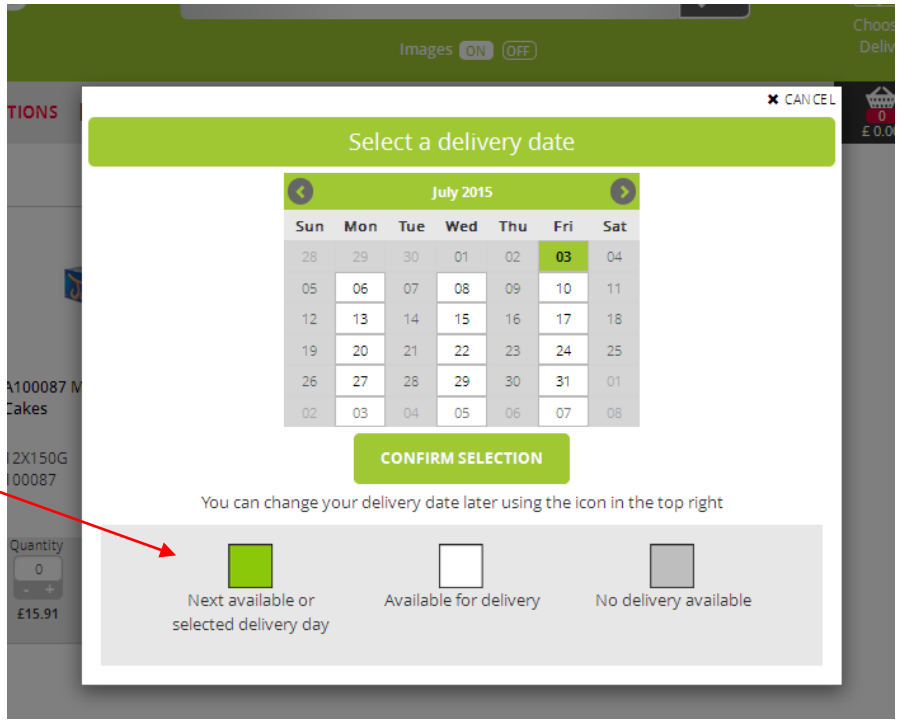


The **Browse** button allows you to attach any files relevant to your comment. E.g. If you are experiencing an issue difficult to describe and are able to take a screenshot, this screenshot can be added to help illustrate your point. This will help us resolve the query as soon as possible.

4. Choosing Your Delivery Date

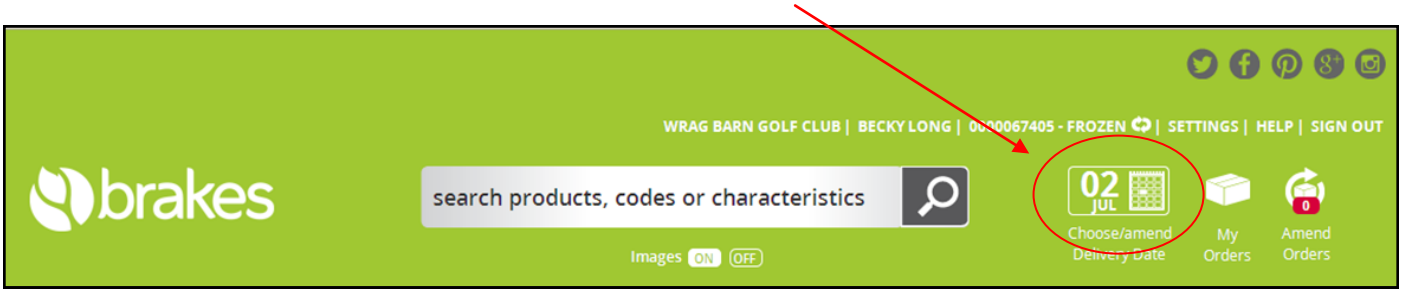
- To start your order, firstly check you are viewing the account you would like to place an order on (see **Account Settings** section).
- The next step is to **Choose Delivery Date**. This can be done using the green navigation bar and selecting the **Calendar Icon**. A pop up calendar will then appear for you to choose your delivery date.

WRAG BARN GOLF CLUB | BECKY LONG | 0000067405 - FROZEN | SETTINGS | HELP | SIGN OUT
brakes
search products, codes or characteristics
Images ON OFF
Choose/amend Delivery Date
My Orders
Amend Orders


CANCEL
Select a delivery date
July 2015
Sun Mon Tue Wed Thu Fri Sat
CONFIRM SELECTION
You can change your delivery date later using the icon in the top right
Next available or selected delivery day
Available for delivery
No delivery available

The key at the bottom of the pop up indicates which delivery dates are available.

- Only the delivery dates for the account you are viewing will be available for selection. Select **CONFIRM SELECTION** once happy with your choice.
- Your chosen date will then clearly be shown in the Calendar Box in the Navigation Bar.


WRAG BARN GOLF CLUB | BECKY LONG | 0000067405 - FROZEN | SETTINGS | HELP | SIGN OUT
brakes
search products, codes or characteristics
Images ON OFF
02 JUL
Choose/amend Delivery Date
My Orders
Amend Orders

- You are now ready to start adding products to your basket!
- You can also use this method to alter your delivery date at any time whilst ordering.

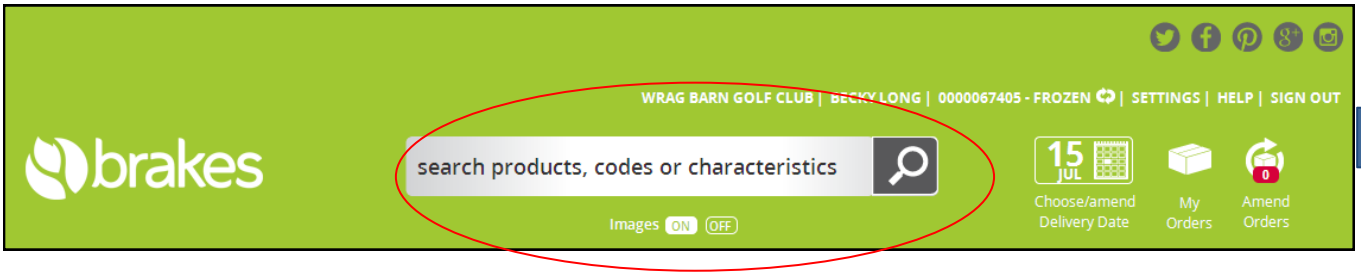
5. Searching for Products

Search Bar

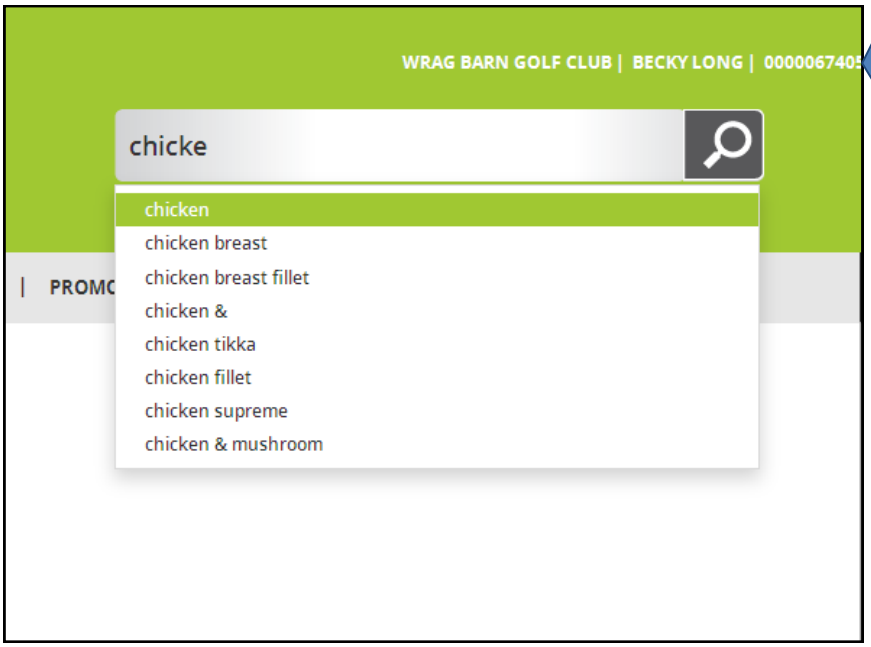
There are two main ways you can search for products:

By using the **Search Bar**

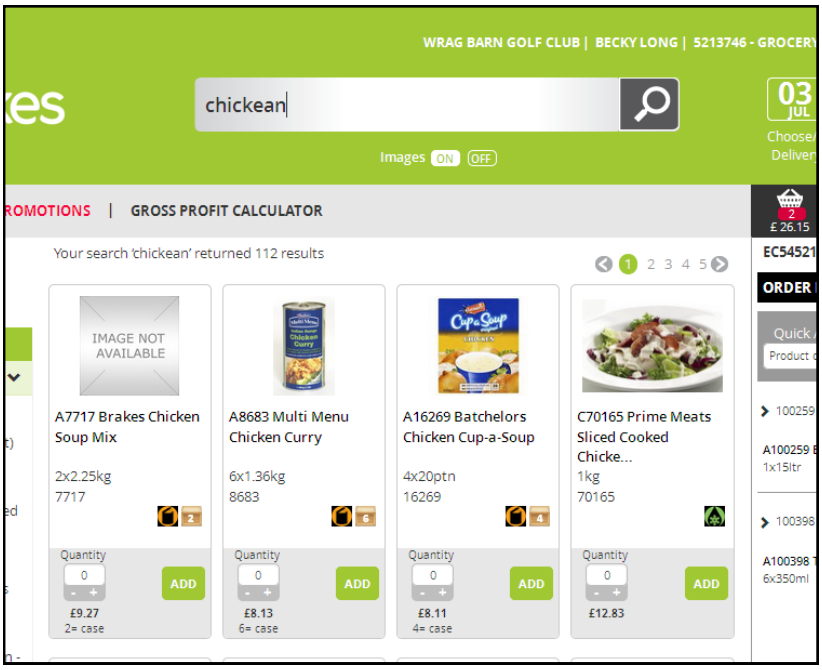
By browsing through the **Products** categories.


WRAG BARN GOLF CLUB | BECKY LONG | 0000067405 - FROZEN | SETTINGS | HELP | SIGN OUT
brakes
search products, codes or characteristics
Images ON OFF
15 JUL
Choose/amend Delivery Date
My Orders
Amend Orders

- Type in the search bar the name of the product, the code, or any key characteristics.
- Our predictive search functionality will provide a list of possible products you may be looking for as soon as you begin to type making your search experience far easier.
- To start the search, either continue typing and select the **Grey Magnifying Glass Icon**, or choose an option from the suggested list.

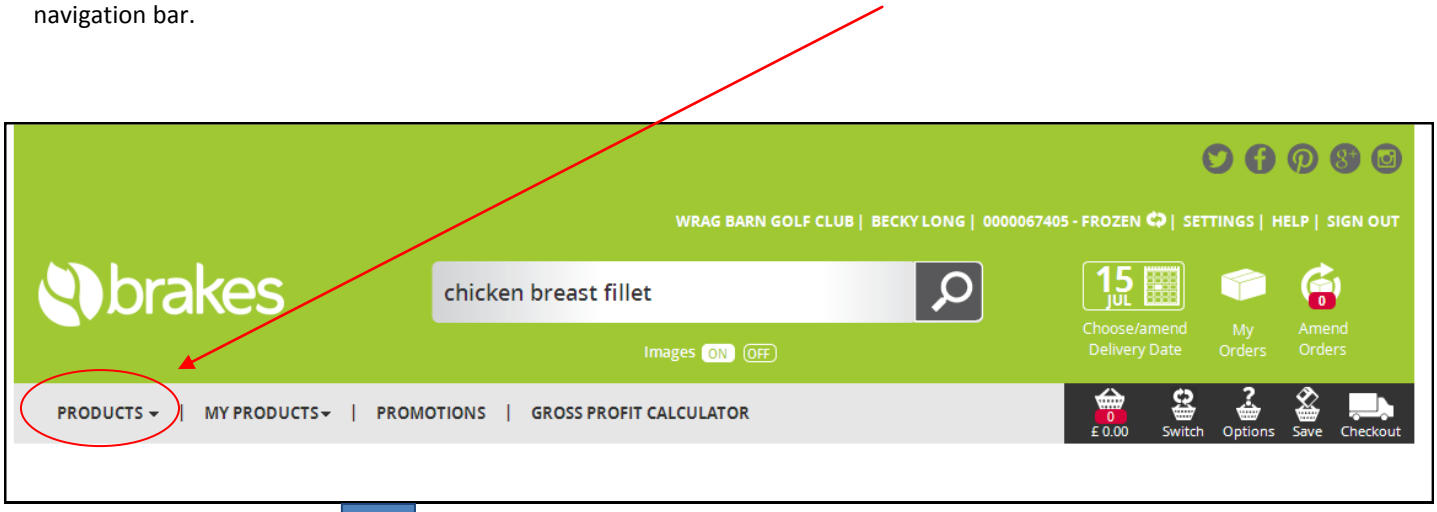


If you misspell a word when typing, you will see results for the closest matching search term allowing you to still find the products you are looking for.

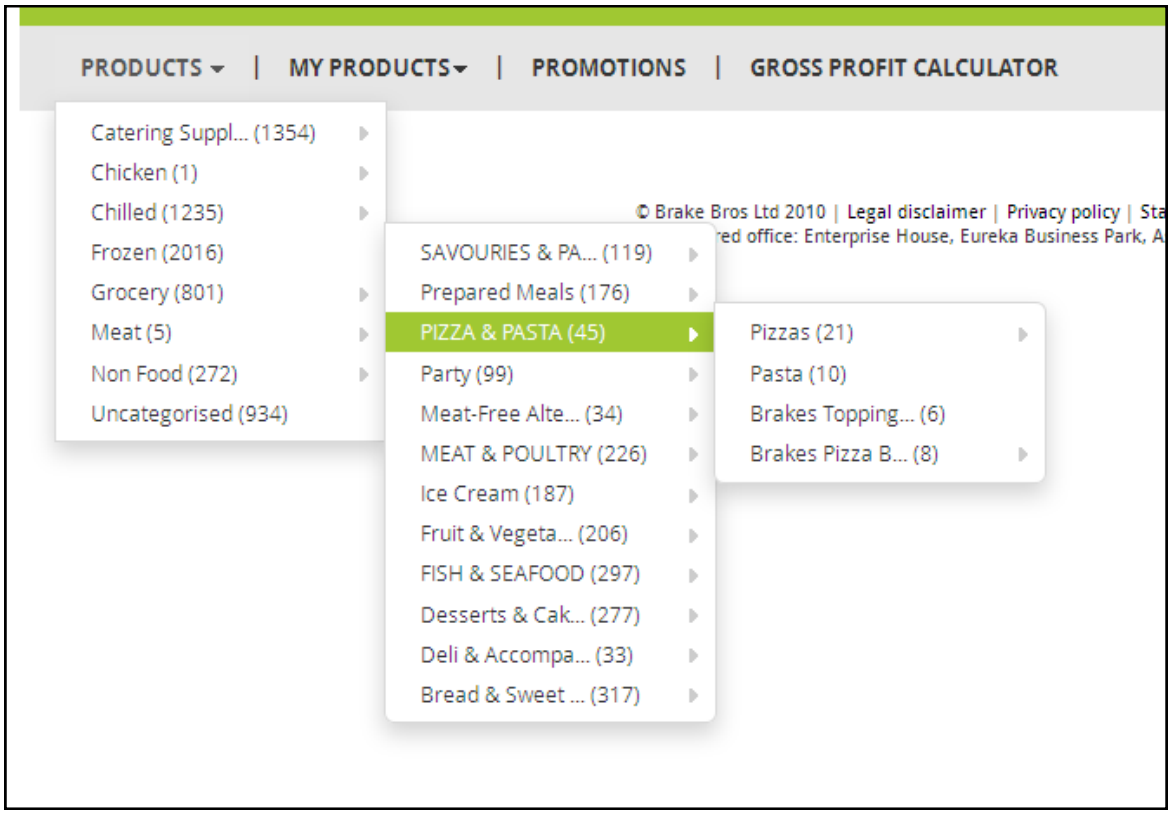


Product Browse Function

To browse generally through Brakes' great range of products, firstly click on the **Products** button on the grey band of the navigation bar.

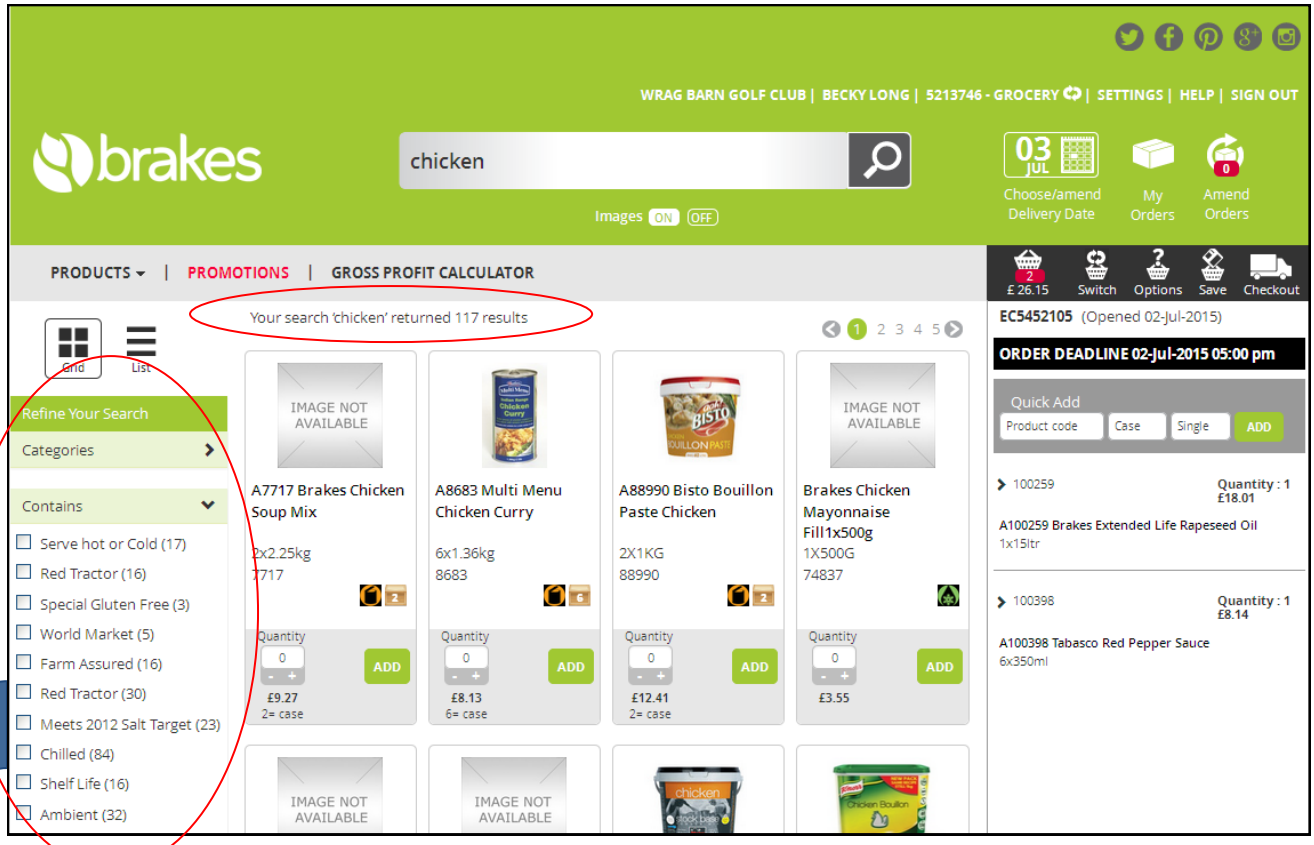


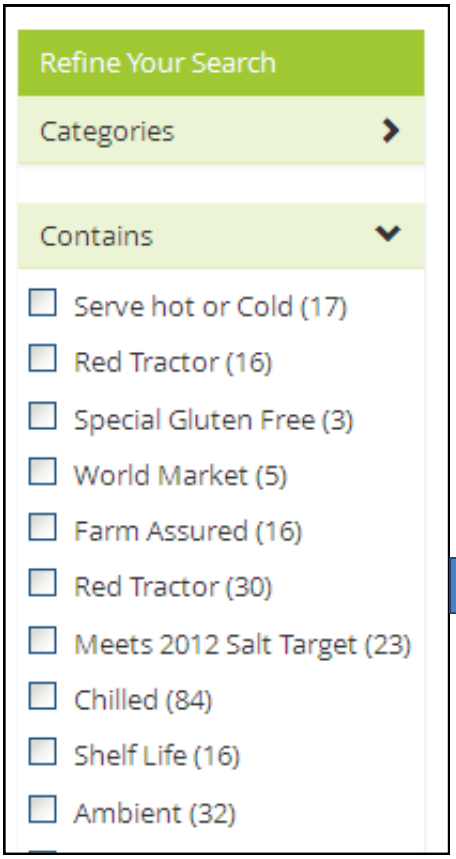
- A drop down menu will appear with several categories. **Hover your mouse** over each category to navigate through the menu and find the type of products you would like to browse through.
- Your current selection will be highlighted in **green.**
- Click any category within the menu to move forward to the products page.



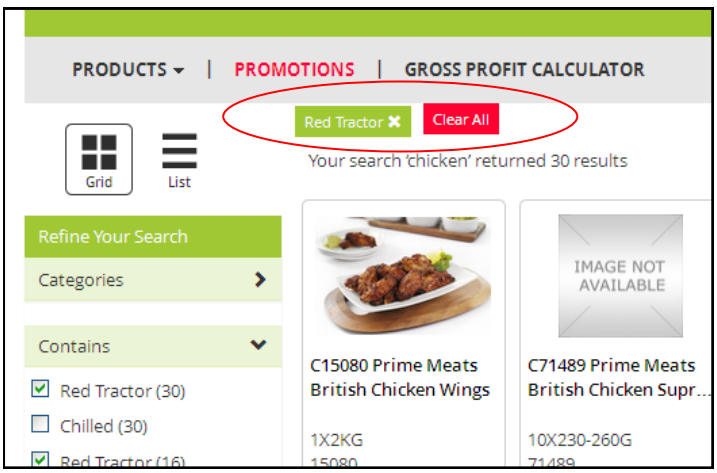
Refining Results

- At the top of your results page you will be told how many results your search has returned. If this is a large number, try more specific key words in your search terms or use our refinement tool on the left hand side of the page.



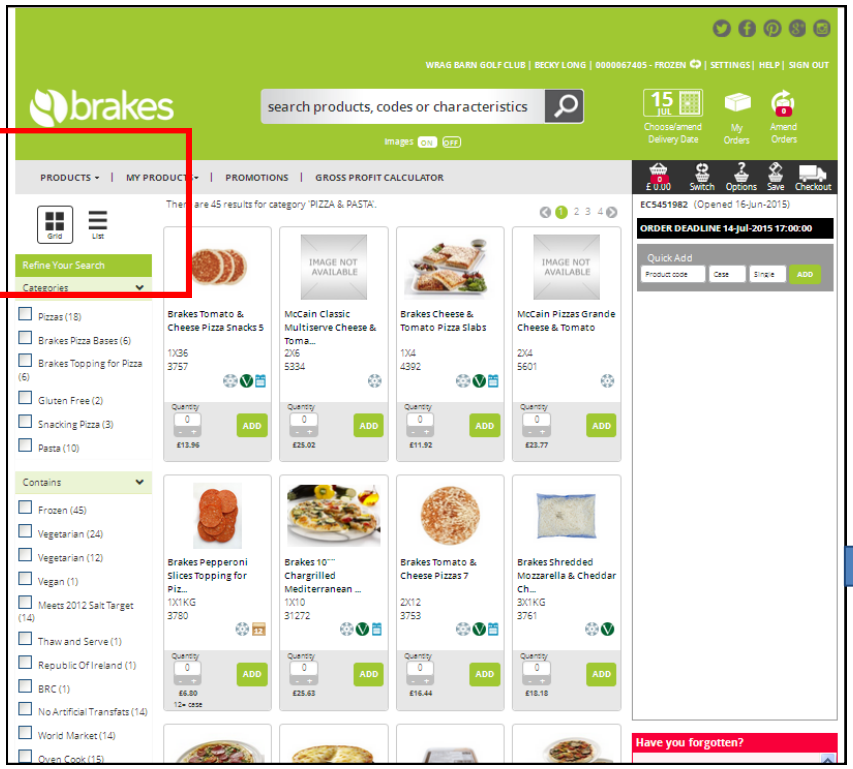


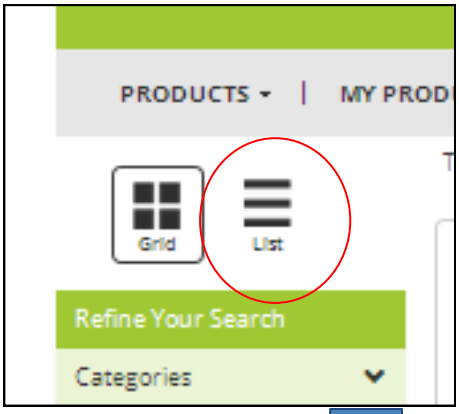
- To filter your results, tick the refinement category you wish to filter by and your results page will refresh.
- The new page will show all active filters in a **small green box.**
- To remove the filter click the **X**
- To remove all filters click **Clear All**

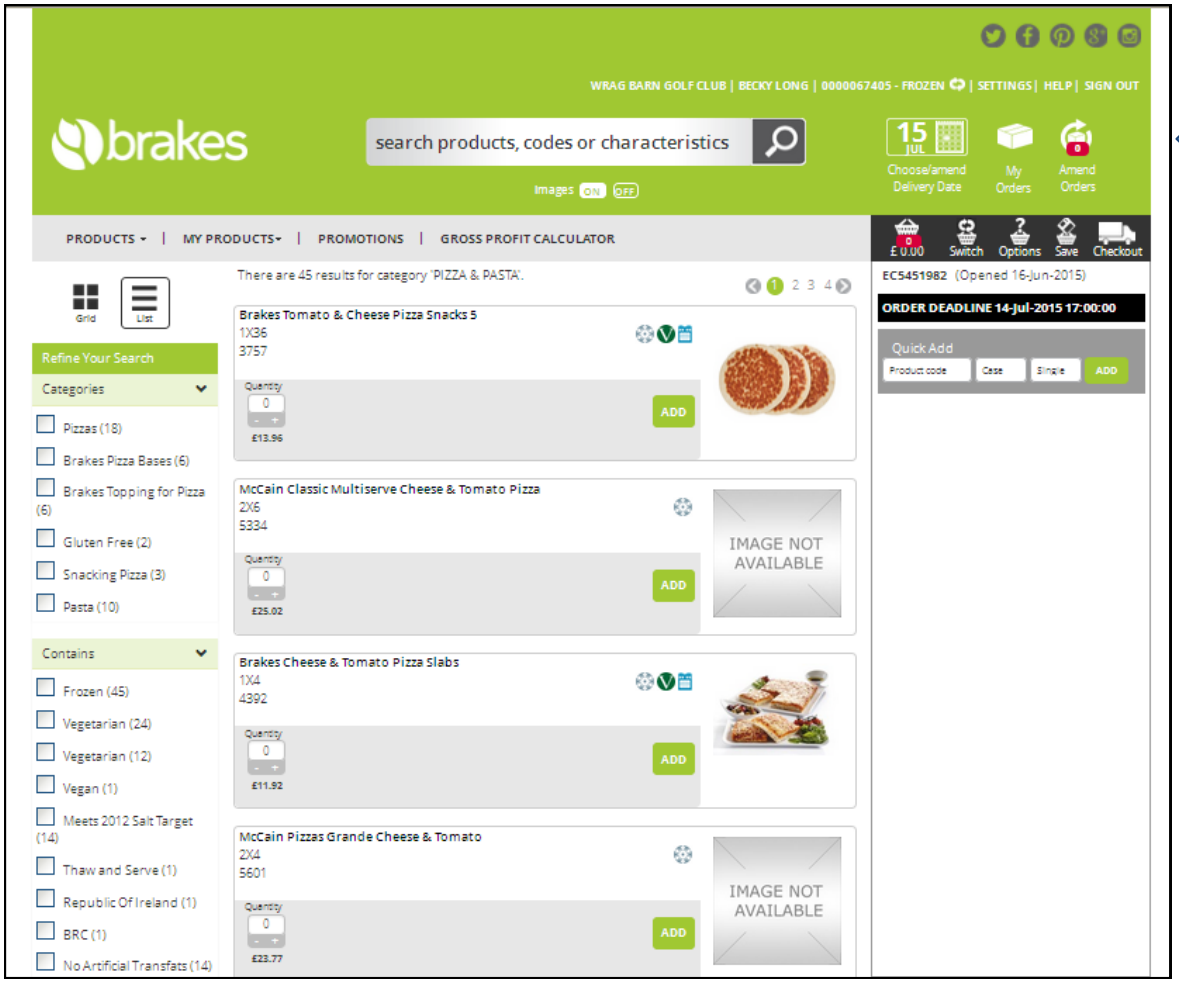


Product Versus List View

- You are also able to change the way you view products from the automatic grid view shown below, to a list format if this is easier for you to use.
- Do this by clicking on the **Grid** or **List** icon on the left hand side of the page.

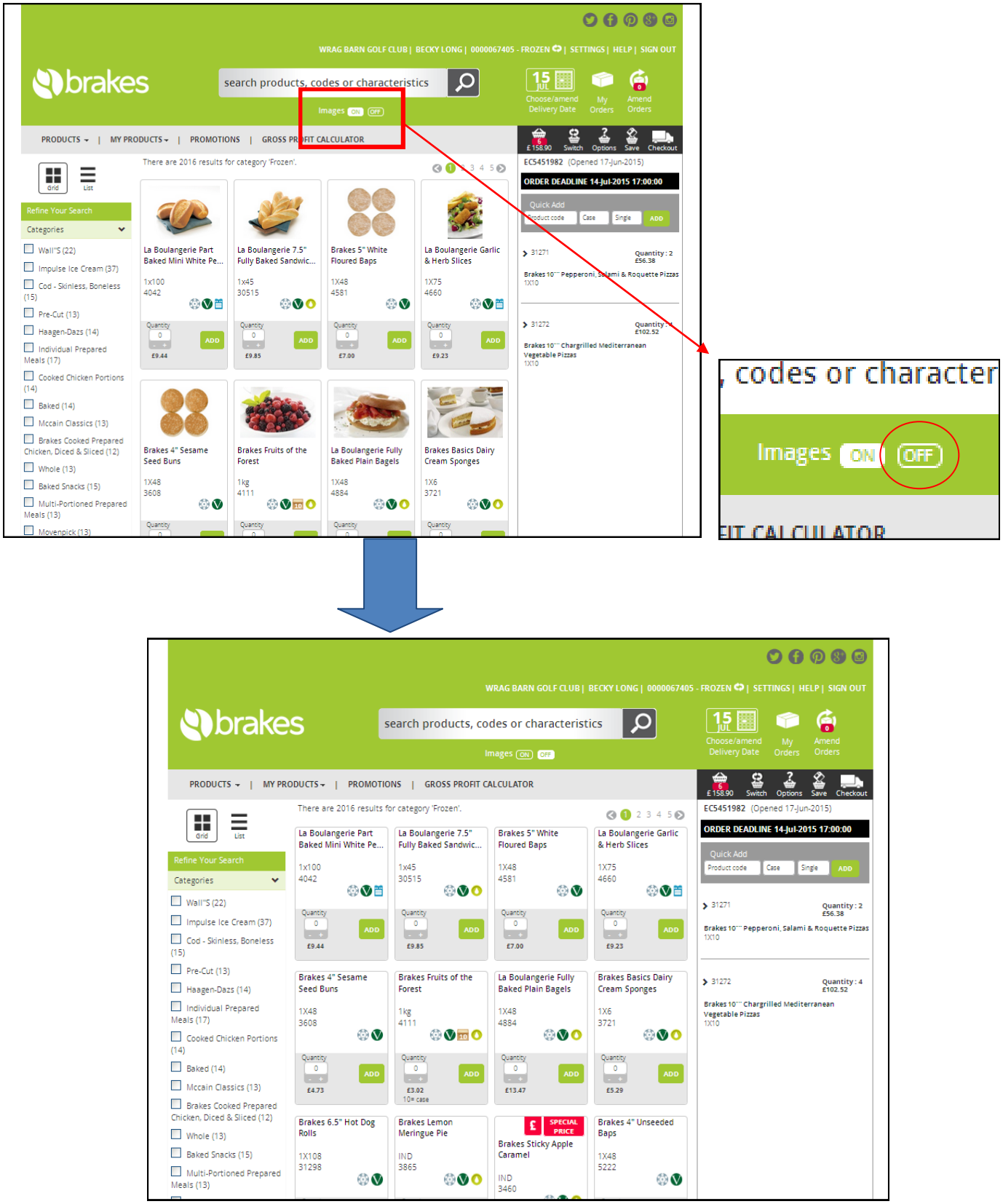

brakes
search products, codes or characteristics
PRODUCTS | MY PRODUCTS | PROMOTIONS | GROSS PROFIT CALCULATOR
Grid
List
Refine Your Search
Categories
Contains
Brakes Tomato & Cheese Pizza Snacks 5
McCain Classic Multiserve Cheese & Toma...
Brakes Cheese & Tomato Pizza Slabs
McCain Pizzas Grande Cheese & Tomato
Brakes Pepperoni Slices Topping for Piz...
Brakes 10" Chargrilled Mediterranean ...
Brakes Tomato & Cheese Pizzas 7
Brakes Shredded Mozzarella & Cheddar Ch...
Have you forgotten?




brakes
search products, codes or characteristics
WRAG BARN GOLF CLUB | BECKY LONG | 0000067405 - FROZEN | SETTINGS | HELP | SIGN OUT
PRODUCTS | MY PRODUCTS | PROMOTIONS | GROSS PROFIT CALCULATOR
There are 45 results for category 'PIZZA & PASTA'.
Brakes Tomato & Cheese Pizza Snacks 5
McCain Classic Multiserve Cheese & Tomato Pizza
IMAGE NOT AVAILABLE
Brakes Cheese & Tomato Pizza Slabs
McCain Pizzas Grande Cheese & Tomato
Refine Your Search
Categories
Contains
ORDER DEADLINE 14-Jul-2015 17:00:00
Quick Add

Turning Images Off

- When viewing products it's also possible to turn images off. This is useful if the internet connection you are using is slower than normal. By removing images, the page will load much quicker and reduce your inconvenience.
- To do this select the **Images Off** button at the top of the screen, underneath the Search Bar.


brakes
search products, codes or characteristics
Images ON OFF
PRODUCTS | MY PRODUCTS | PROMOTIONS | GROSS PROFIT CALCULATOR
Images ON OFF

6. Viewing & Adding Products

Viewing Products: Grid View

- When looking at the results screen you will be able to see each product with a small amount of detail.
- Listed underneath the product photo will be the following information:

  Product Name

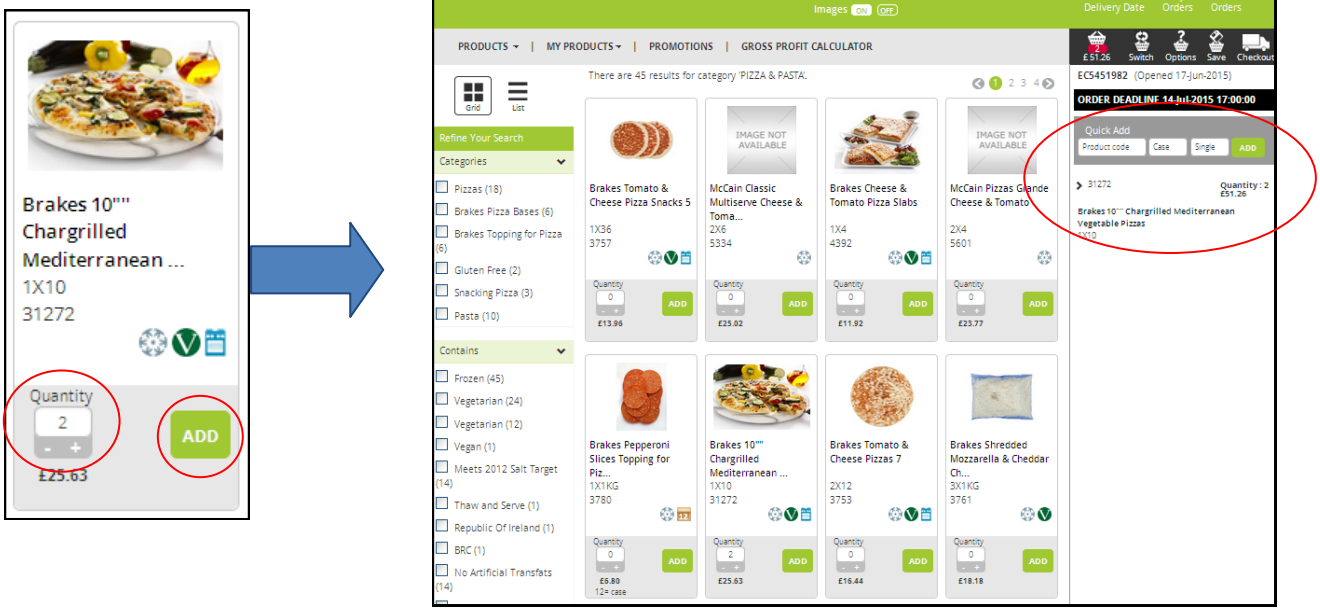
  Pack Size

  Product Code

  Icons to notify you of any other key information about that particular product (*to view the meaning of each icon hover your mouse over the icon and a small text box will appear)*

  Price

- It is also possible to add products to basket direct from this grid view.
- Do this by amending the **Quantity** using the **+** and **-** signs, and then clicking the green **ADD** button.
- The item will then appear on the right hand side of the screen in your basket.



Viewing Products: Detailed View

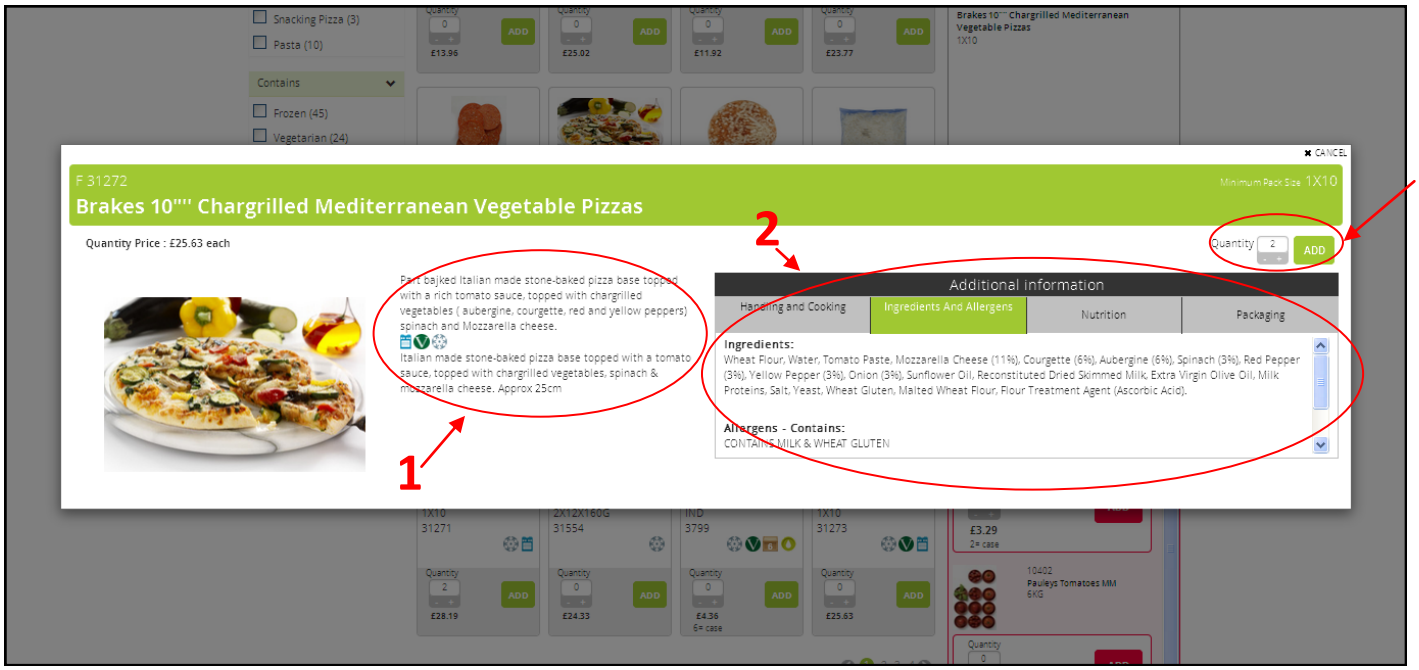
- To view the product in more detail, click on the **Product Name** and a pop up box will appear with more information.
- From this view, in addition to earlier information, you can now also see the following:

  A brief description of the product

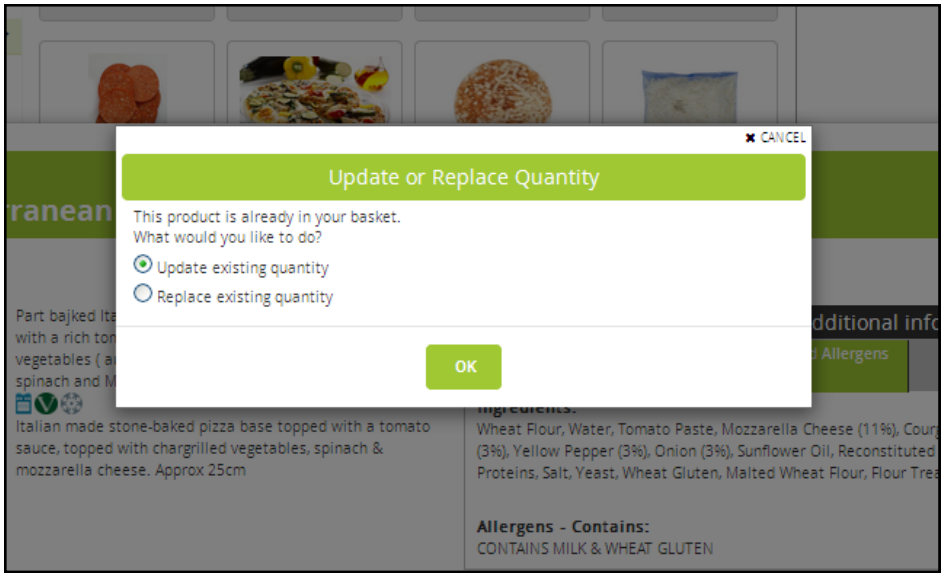
  Additional information including:

  - Ingredients & Allergens
  - Nutritional Information
  - Packaging Information
  - Handling & Cooking Advice

  You can also add to basket from this view using the same method as before: Amend **Quantity** and select **ADD**


F 31272
Brakes 10"" Chargrilled Mediterranean Vegetable Pizzas
Minimum Pack Size 1X10
Quantity Price : £25.63 each
Quantity
ADD
2
3
1
Additional information
Handling and Cooking
Ingredients And Allergens
Nutrition
Packaging
Ingredients:
Wheat Flour, Water, Tomato Paste, Mozzarella Cheese (11%), Courgette (6%), Aubergine (6%), Spinach (3%), Red Pepper (3%), Yellow Pepper (3%), Onion (3%), Sunflower Oil, Reconstituted Dried Skimmed Milk, Extra Virgin Olive Oil, Milk Proteins, Salt, Yeast, Wheat Gluten, Malted Wheat Flour, Flour Treatment Agent (Ascorbic Acid).
Allergens - Contains:
CONTAINS MILK & WHEAT GLUTEN
Italian made stone-baked pizza base topped with a tomato sauce, topped with chargrilled vegetables, spinach & mozzarella cheese. Approx 25cm

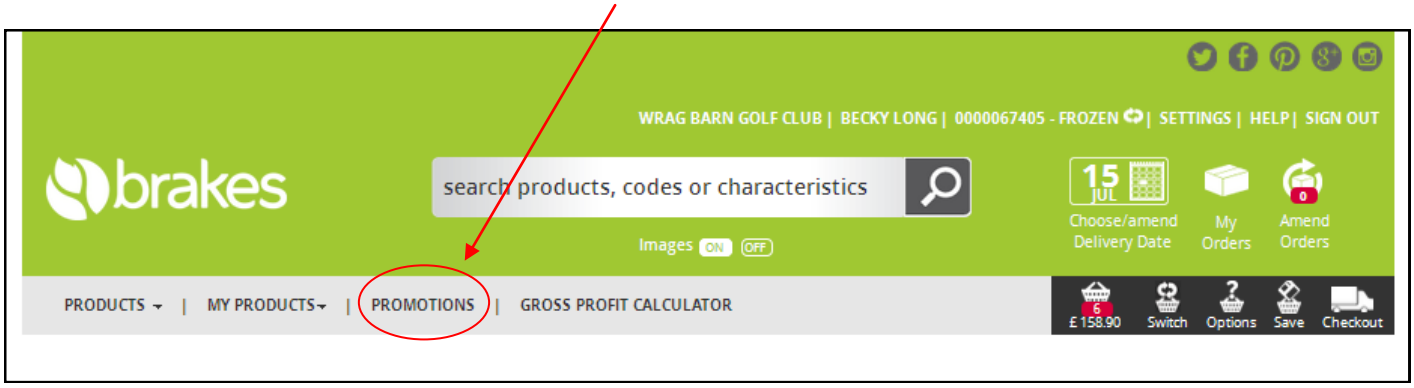
- If you already have the item you wish to add in your basket, the below pop up will appear asking you to confirm if you would like to ***add*** this quantity to the existing number, or to ***replace*** the quantity with your new quantity.
- Choose an option and click **OK**.



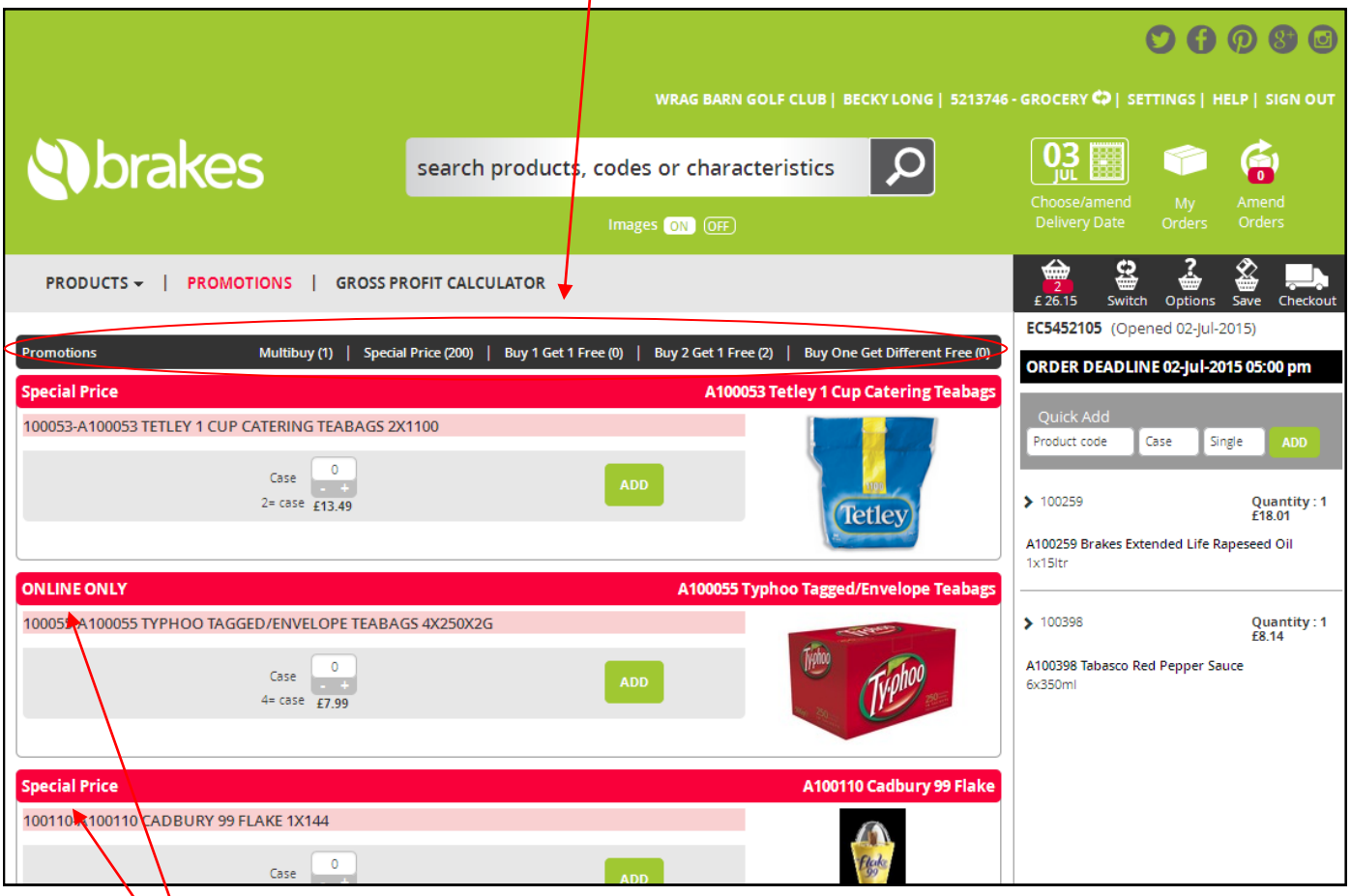
7. Promotional Products

Promotions Tab

- To view products on offer, select the grey **Promotions** button on the grey band of the navigation bar.



- You will then be presented with a list of all available promotions and a black Promotions header in which you can filter by the type of promotion available. The number of products available under each promotion will be shown in brackets next to each type.

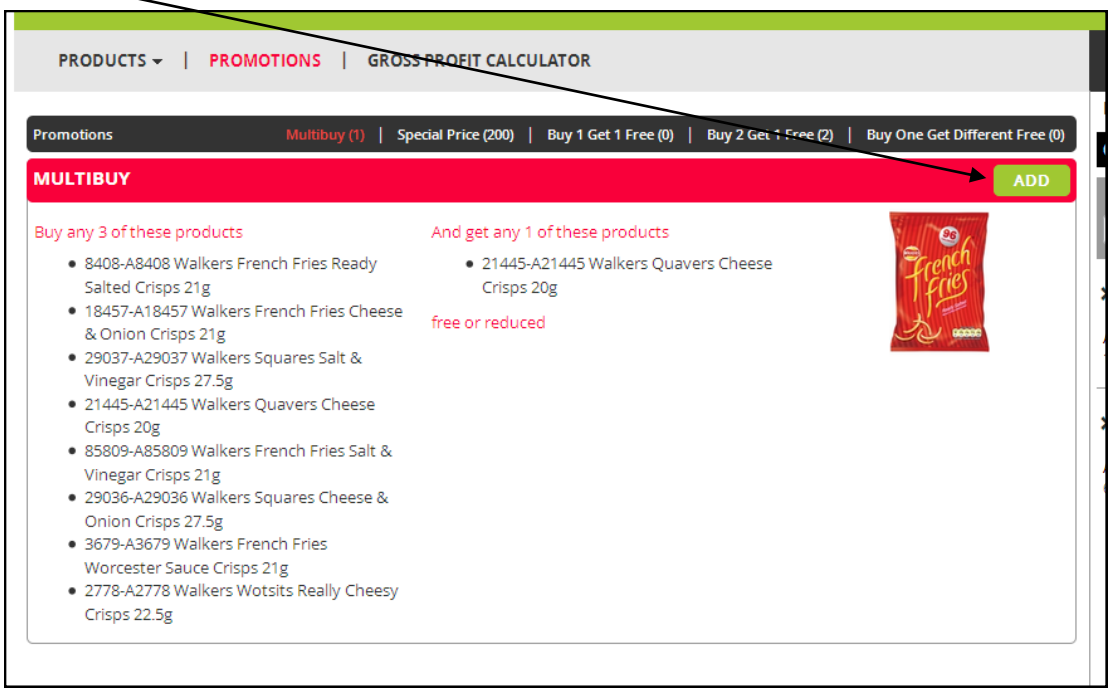


The initial full list of promotional products will show which promotion category they belong to in the **Red** Header Bar.

Multibuy

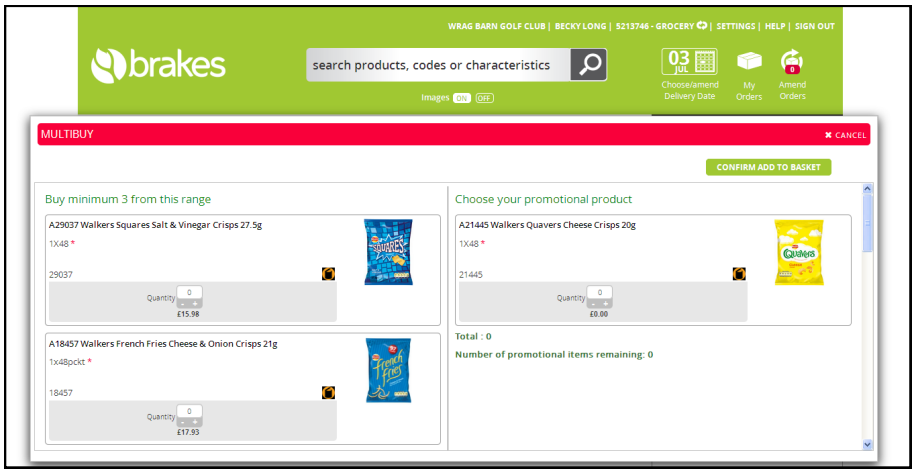
Select the **Multibuy** icon in the **black promotions header** to see all available products in this category.

Multibuy offers you a free or reduced product when you buy other products from a designated list. To use this promotions select **ADD**.

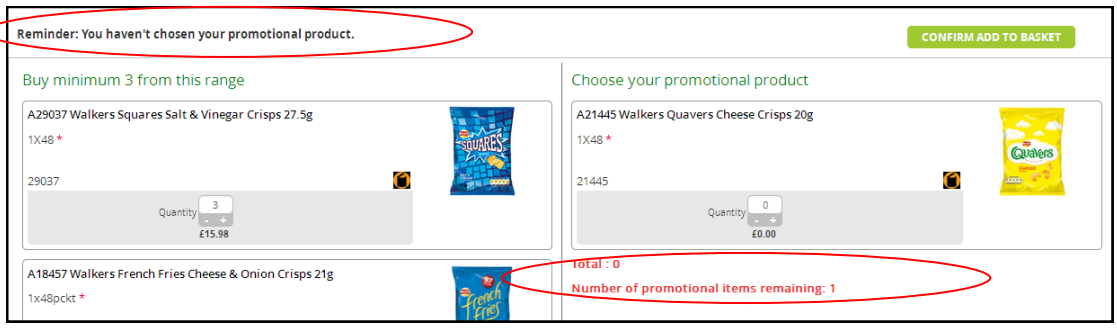

PRODUCTS | PROMOTIONS | GROSS PROFIT CALCULATOR
Promotions
Multibuy (1) | Special Price (200) | Buy 1 Get 1 Free (0) | Buy 2 Get 1 Free (2) | Buy One Get Different Free (0)
MULTIBUY
ADD
Buy any 3 of these products
8408-A8408 Walkers French Fries Ready Salted Crisps 21g
18457-A18457 Walkers French Fries Cheese & Onion Crisps 21g
29037-A29037 Walkers Squares Salt & Vinegar Crisps 27.5g
21445-A21445 Walkers Quavers Cheese Crisps 20g
85809-A85809 Walkers French Fries Salt & Vinegar Crisps 21g
29036-A29036 Walkers Squares Cheese & Onion Crisps 27.5g
3679-A3679 Walkers French Fries Worcester Sauce Crisps 21g
2778-A2778 Walkers Wotsits Really Cheesy Crisps 22.5g
And get any 1 of these products
21445-A21445 Walkers Quavers Cheese Crisps 20g
free or reduced

You will then be presented with a pop up which has **two columns**.

- In the left column, scroll down to choose the required number of full price items by amending the quantity underneath each product.
- In the right column, choose the correct number of promotional items you are entitled to. You will be reminded to do this by a message at the top of the basket and the highlighted **Number of Promotional Items Remaining** text in the right column.


brakes
search products, codes or characteristics
MULTIBUY
CANCEL
CONFIRM ADD TO BASKET
Buy minimum 3 from this range
A29037 Walkers Squares Salt & Vinegar Crisps 27.5g
A18457 Walkers French Fries Cheese & Onion Crisps 21g
Choose your promotional product
A21445 Walkers Quavers Cheese Crisps 20g
Total : 0
Number of promotional items remaining: 0

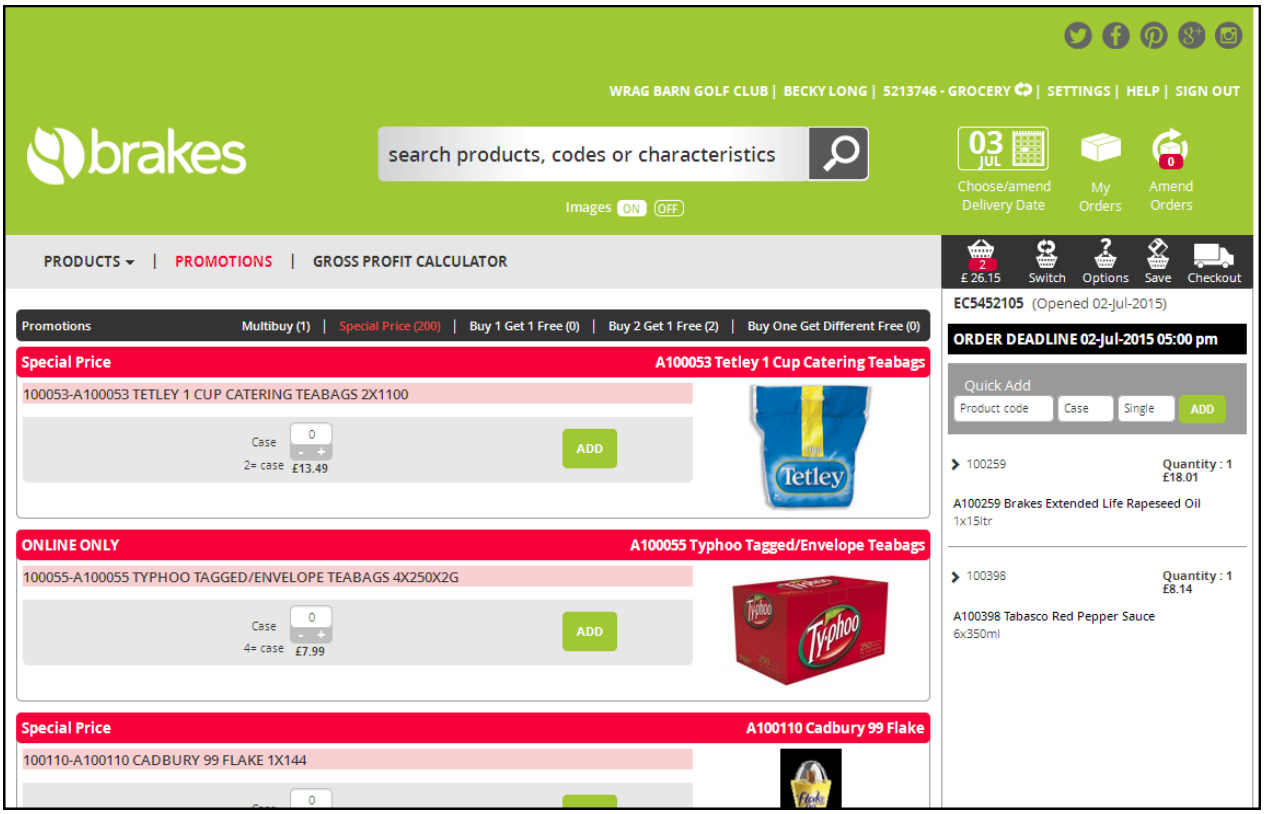
- Once your desired products are selected, click **CONFIRM ADD TO BASKET**


Reminder: You haven't chosen your promotional product.
CONFIRM ADD TO BASKET
Buy minimum 3 from this range
A29037 Walkers Squares Salt & Vinegar Crisps 27.5g
A18457 Walkers French Fries Cheese & Onion Crisps 21g
Choose your promotional product
A21445 Walkers Quavers Cheese Crisps 20g
Total : 0
Number of promotional items remaining: 1

Special Price

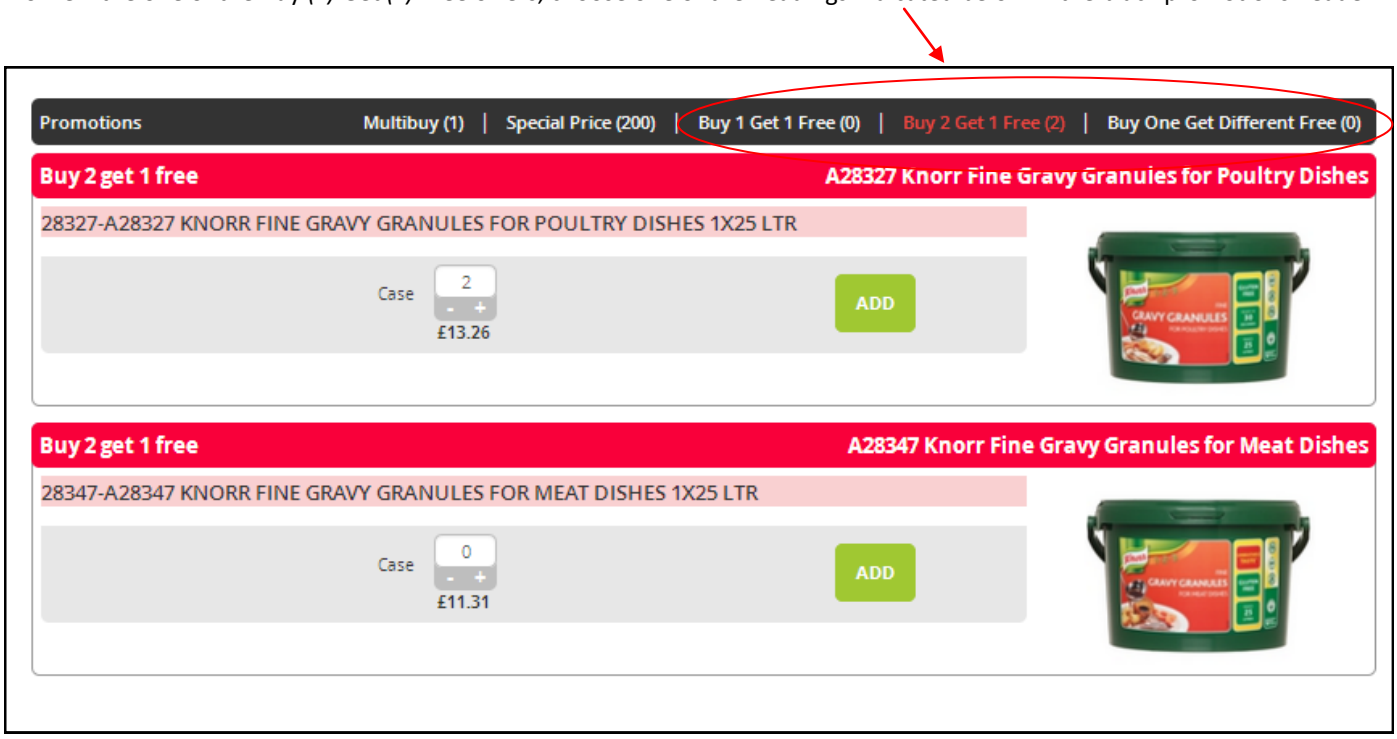
Special Price products are simply products at a lower price than normal. To view these select the **Special Price** icon in the black promotions header.

To add these to basket, just amend quantity and select **ADD**.

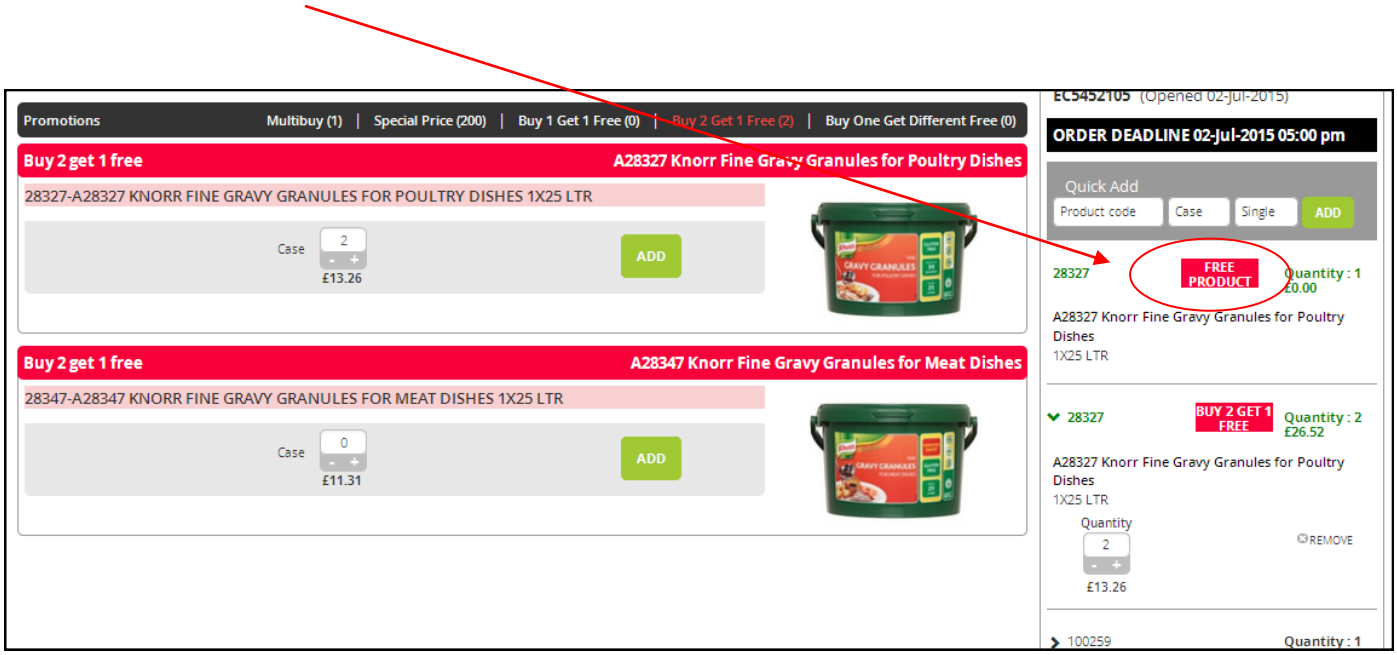


Buy (*x*) Get (*x*) Free

To view the one of the Buy *(x)* Get *(x)* Free offers, choose one of the headings indicated below in the black promotions header.

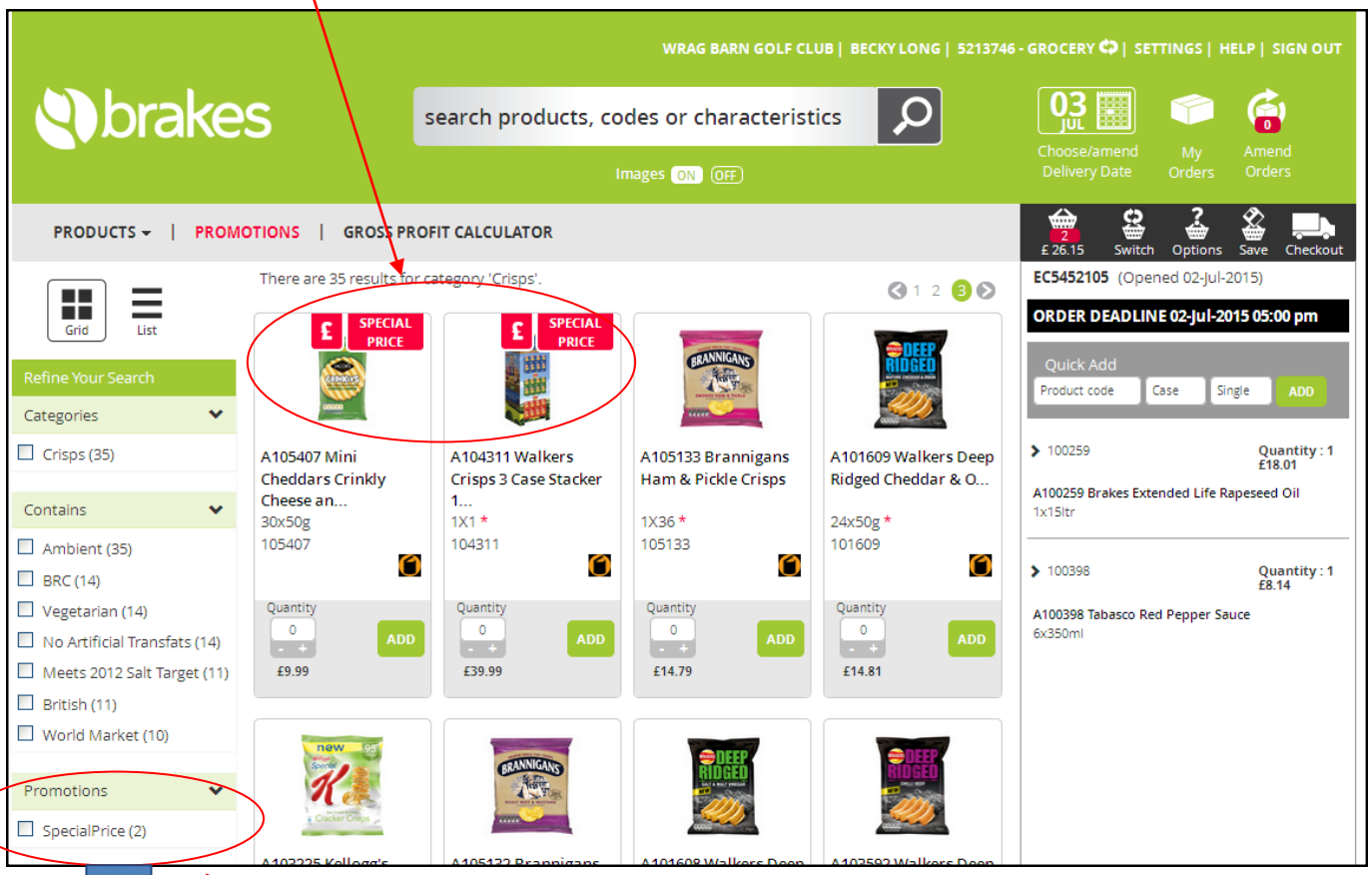

Promotions
Multibuy (1) | Special Price (200) | Buy 1 Get 1 Free (0) | Buy 2 Get 1 Free (2) | Buy One Get Different Free (0)
Buy 2 get 1 free
A28327 Knorr Fine Gravy Granules for Poultry Dishes
28327-A28327 KNORR FINE GRAVY GRANULES FOR POULTRY DISHES 1X25 LTR
Case
2
£13.26
ADD
Buy 2 get 1 free
A28347 Knorr Fine Gravy Granules for Meat Dishes
28347-A28347 KNORR FINE GRAVY GRANULES FOR MEAT DISHES 1X25 LTR
Case
0
£11.31
ADD

Enter the quantity specified and select the **ADD** button. These products will appear in your basket along with the additional free product indicated by the red box below.

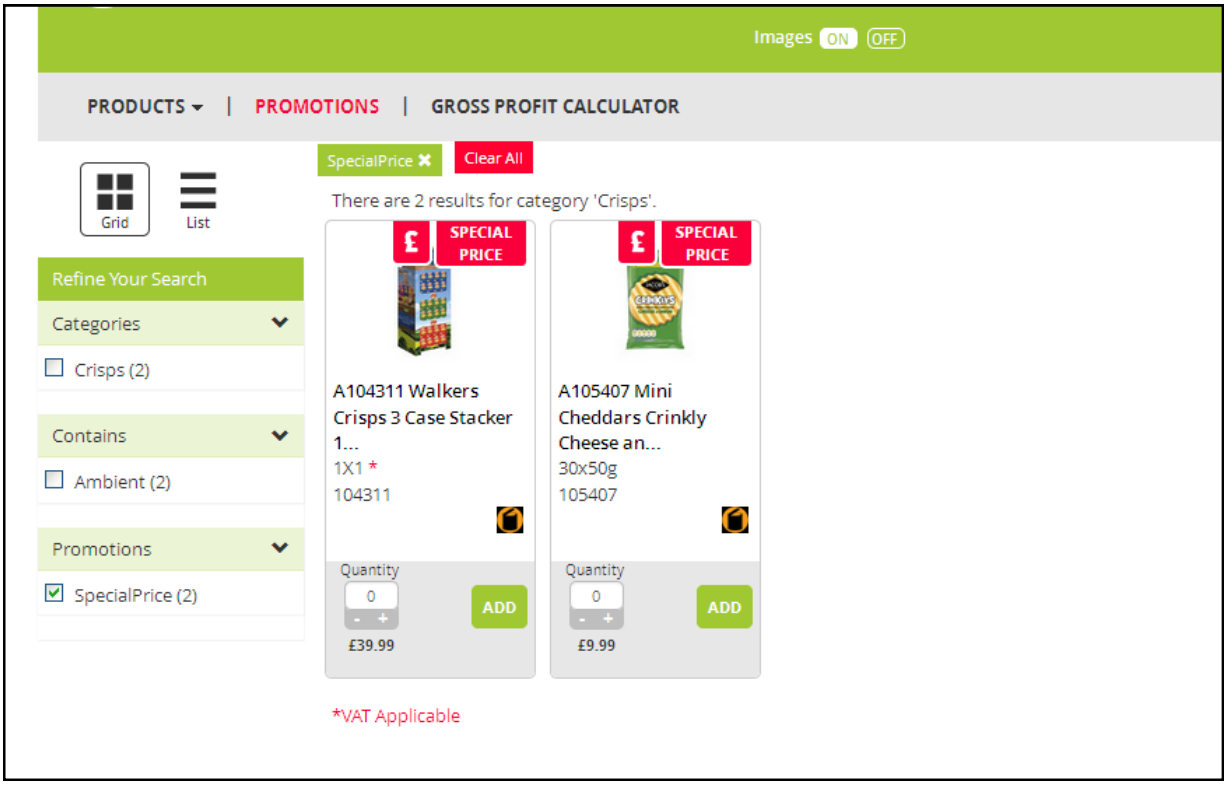


Promo Products in General View

When searching for products generally, promotional products will be indicated with a red banner above the image which will detail which type of promotion it is.

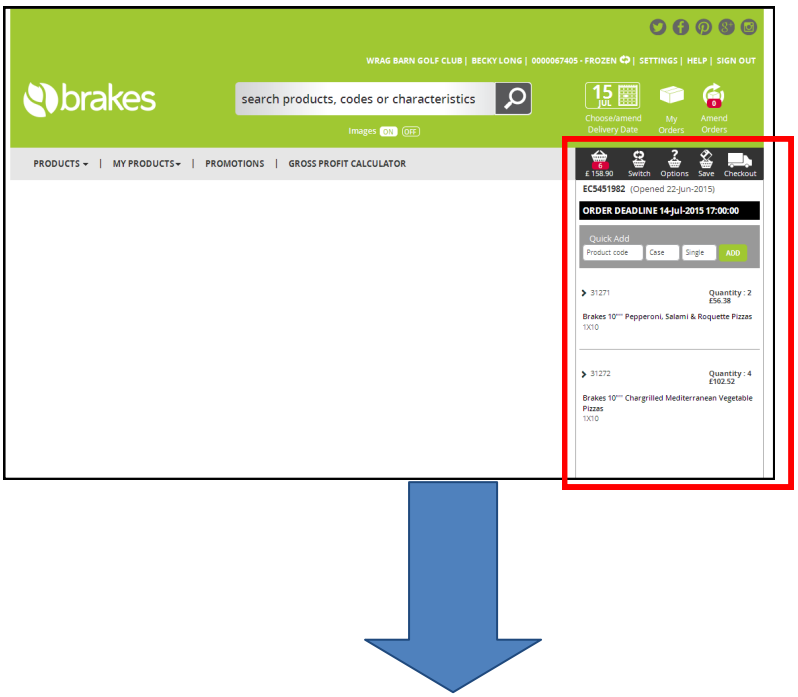


Promotion type will also appear in the refinement filter on the left hand side of the page. Select the type of promotion you would like to see and the page will refresh to show only these products.

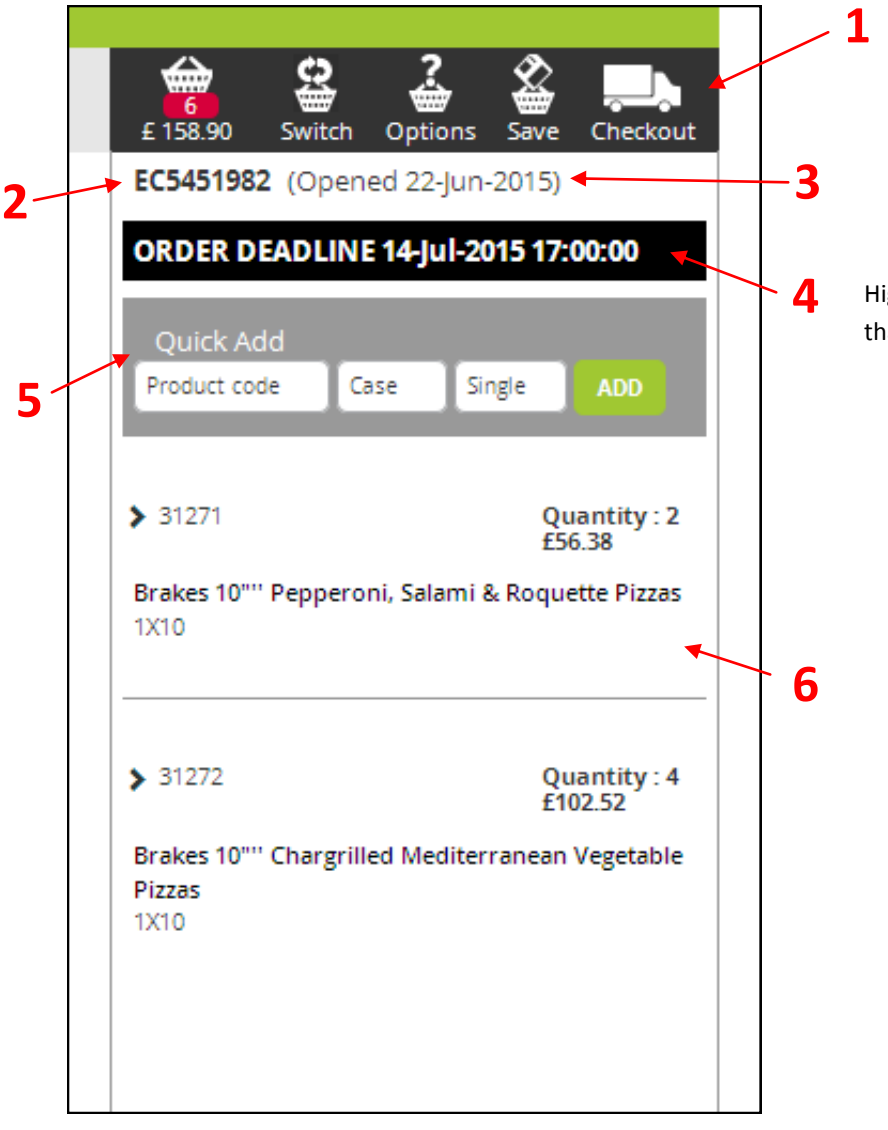


8. Your Basket

Overview



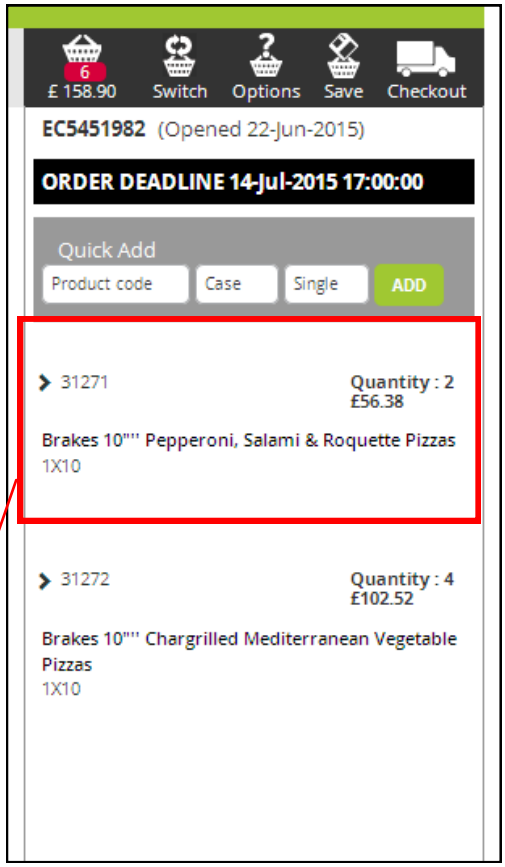
Once you have chosen a delivery date or have started adding products, a basket will open on the right hand side of your screen. From this basket you are able to view and amend the products you have selected so far.



Highlighted on the right are the key areas that make up your basket.

1. Basket navigation bar
2. Unique basket code
3. Date basket opened
4. Deadline date and time by which your order must be placed to arrive on your chosen delivery day
5. Quick Add function
6. Products

Viewing/Amending Products In Basket



- At the bottom of the basket you will see the products that make up this number in more detail including:

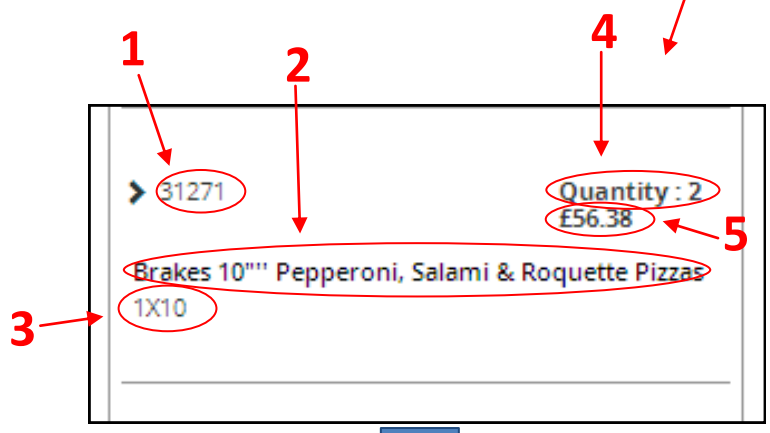
  Product Code

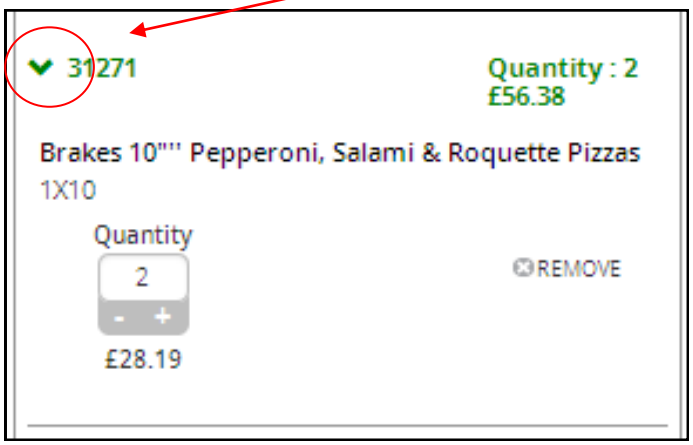
  Name of Product

  Pack Size

  Quantity in Basket

  Total price of that line (Price x Quantity)

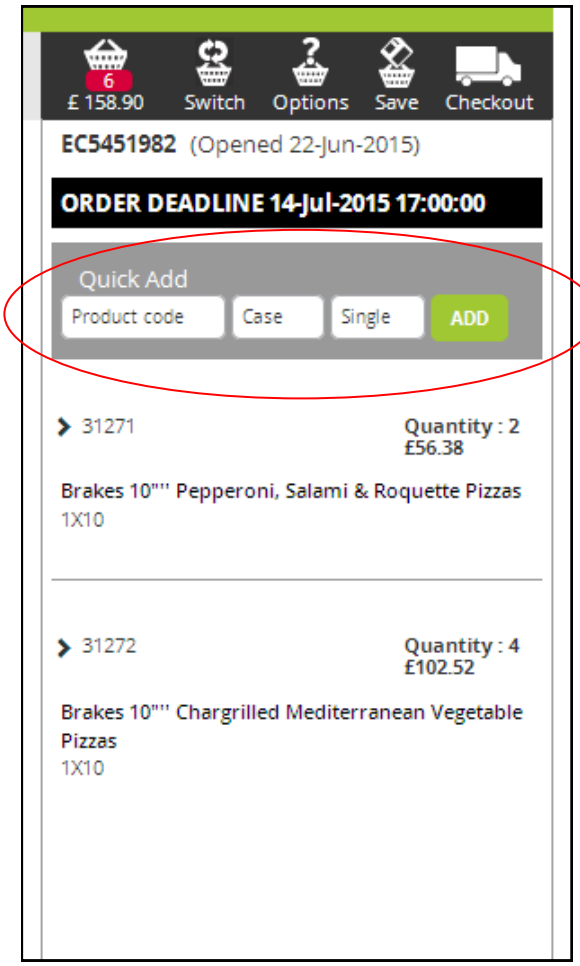




- To amend the quantity or to delete products in your basket, select the **sideways arrow** next to the product code.
- This will then turn downwards and open a menu in which you can either select **Remove** or use the **+** and **-** signs to amend quantity.

Quick Add

- It is also possible to add products directly to basket using the **Quick Add** function if you already know the product code. This can make life considerably easier if you are using a Stock Sheet to place your order.
- **Quick Add** can be found in the light grey box near the top of the basket.
- To add products, type in the **Product Code**, then the **Quantity**, then select the green **ADD** button.
- The product will then move into the basket below.

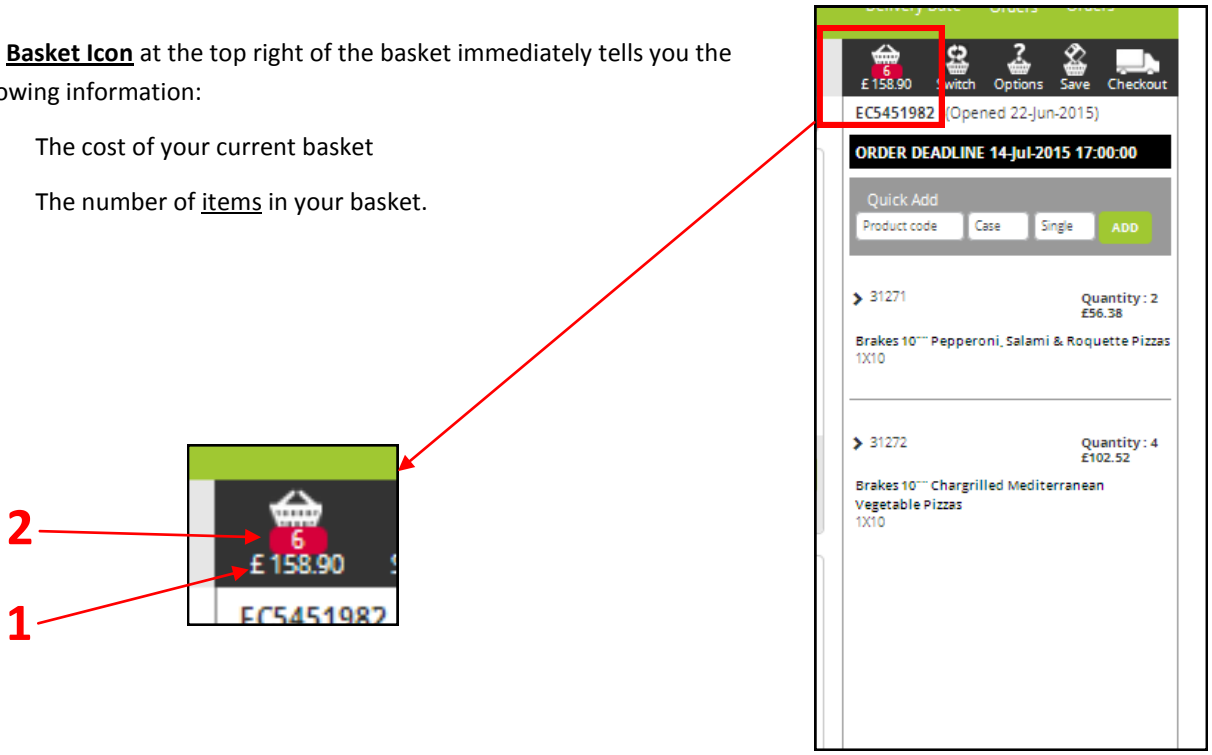


Basket Navigation Bar

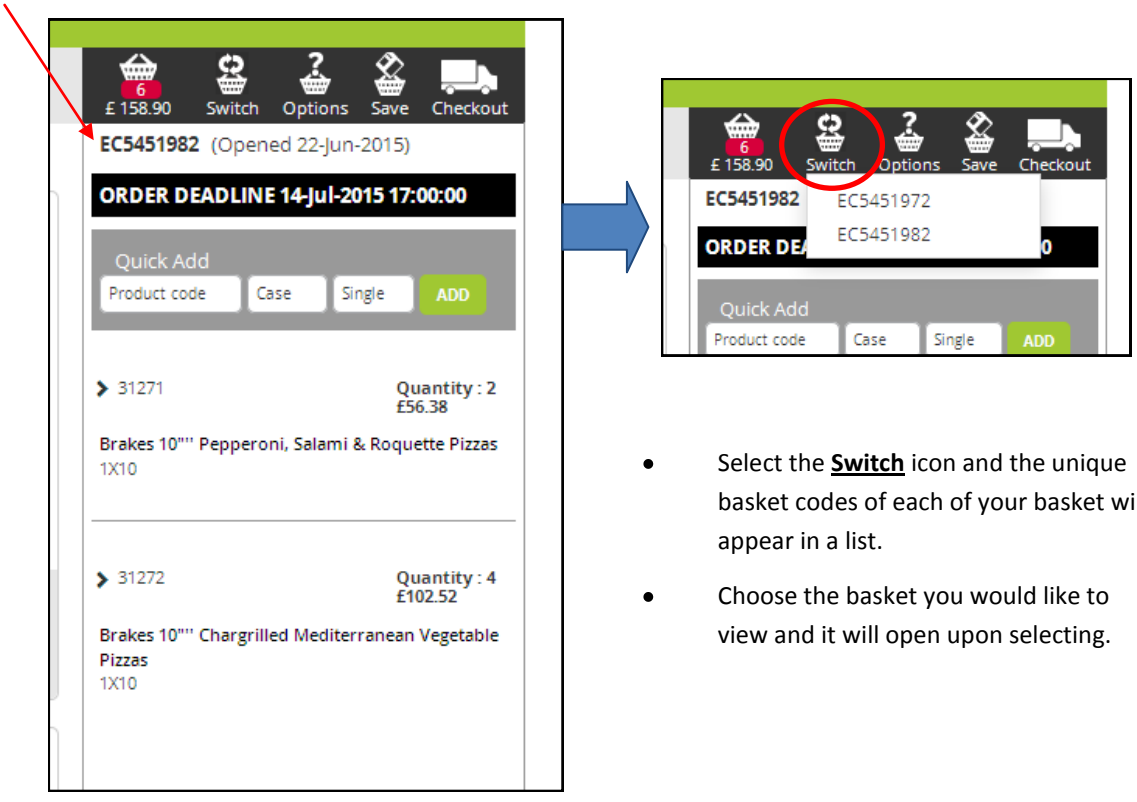
- The **Basket Icon** at the top right of the basket immediately tells you the following information:

  The cost of your current basket

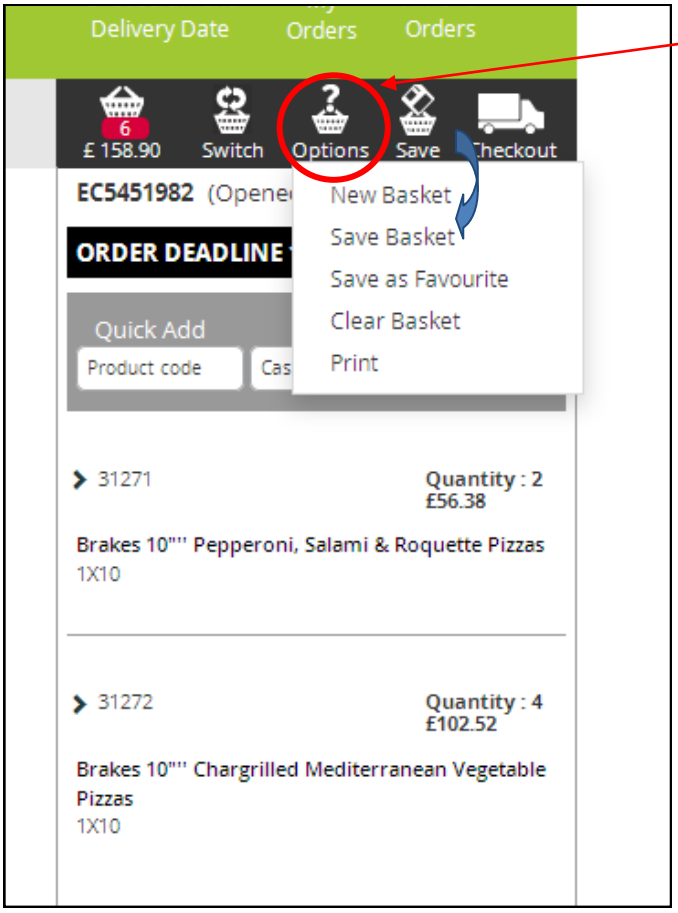
  The number of items in your basket.



- One of our new features, is the ability to **Switch** between open baskets.
- Each basket you open will be given a code unique to that particular basket. This will begin with the letters **EC** and can be found here:



- Select the **Switch** icon and the unique basket codes of each of your basket will appear in a list.
- Choose the basket you would like to view and it will open upon selecting.



- If you choose to select the central **Options** icon a drop down menu will appear allowing you to complete the following functions.

⇒ **New Basket**—Allows you to open a new basket with a unique basket code. You can then switch back to your old one using the **Switch** function mentioned earlier.

⇒ **Save Basket** - Allows you to save your basket to use at a later stage. You can also do this by select the **Save** icon on the main Basket Navigation Bar.

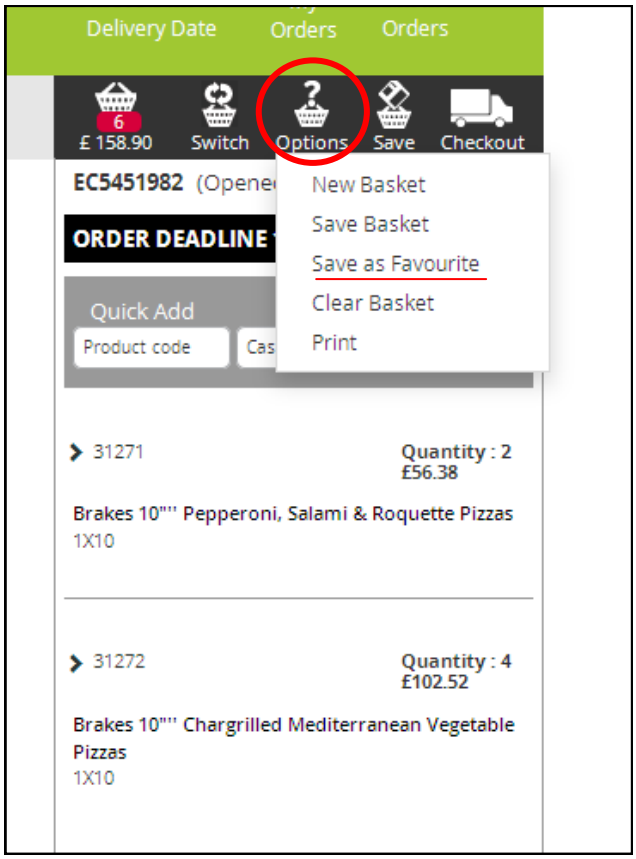
⇒ **Save As Favourite**—*See Favourites List Section*

⇒ **Clear Basket**—Will empty all products currently sat within your basket

9. Favourite Lists

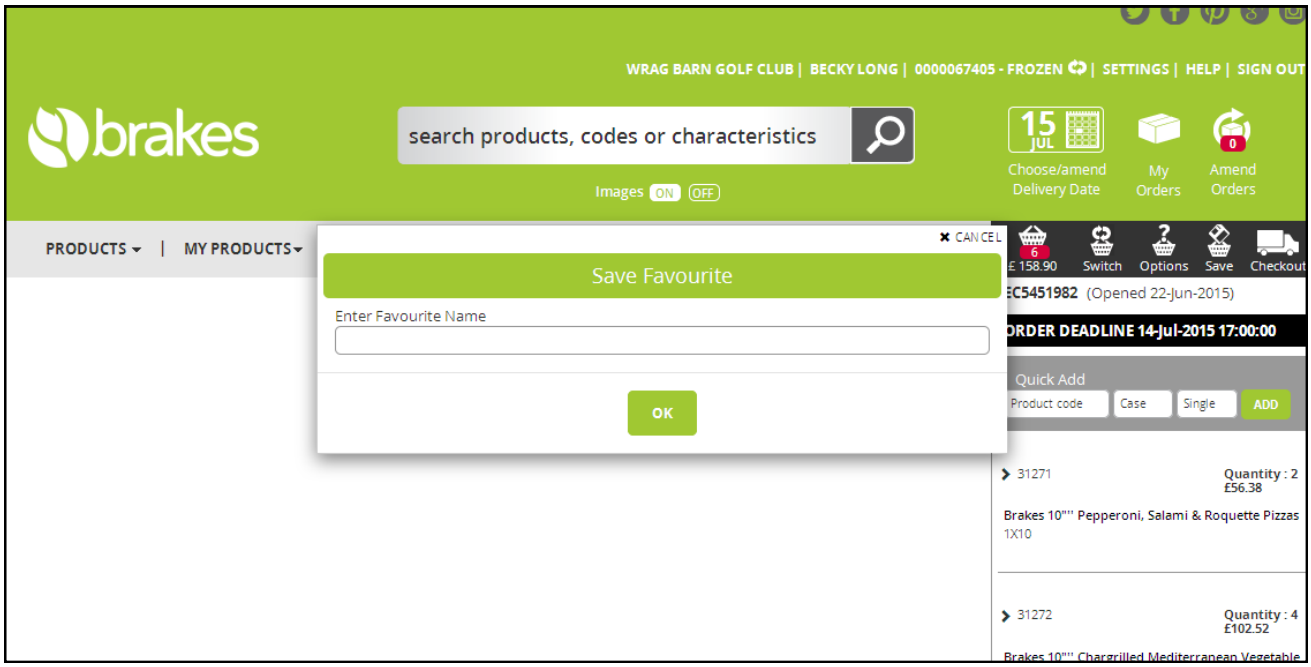
In order to make your experience using Brakes Online Ordering as easy as possible, you can also use our **Favourites** feature. This allows you to create your own customised lists of products.

To create a favourite list simply add your desired products to your basket and select **Options** then **Save As Favourite**.

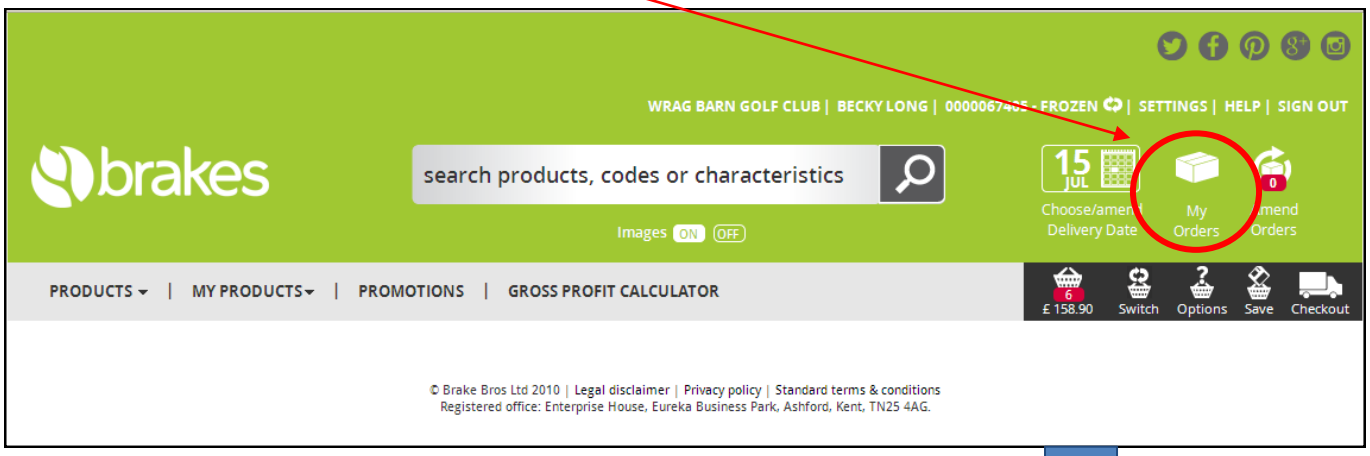


A pop up box will then appear asking you to name your Favourite List. This can be anything relevant to you such as “Monday Order” or “Dessert Options”.

Select **OK** to save your list.



To then view your favourite lists, select the **My Orders** icon at the right hand side of the green navigation bar.


WRAG BARN GOLF CLUB | BECKY LONG | 0000067405 - FROZEN | SETTINGS | HELP | SIGN OUT
brakes
search products, codes or characteristics
Images ON OFF
15 JUL
Choose/amend Delivery Date
My Orders
Amend Orders
PRODUCTS | MY PRODUCTS | PROMOTIONS | GROSS PROFIT CALCULATOR
£ 158.90
Switch
Options
Save
Checkout
© Brake Bros Ltd 2010 | Legal disclaimer | Privacy policy | Standard terms & conditions
Registered office: Enterprise House, Eureka Business Park, Ashford, Kent, TN25 4AG.

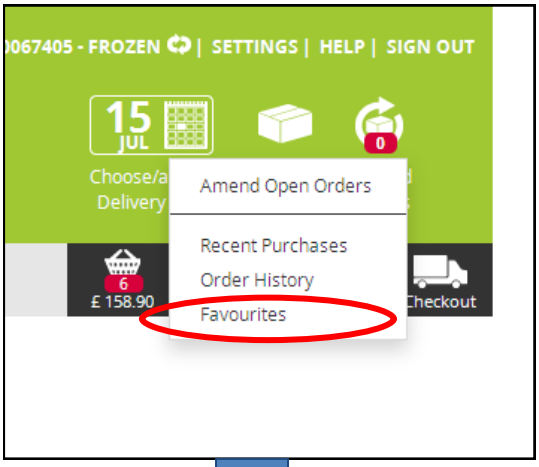
From the drop down menu select **Favourites**.

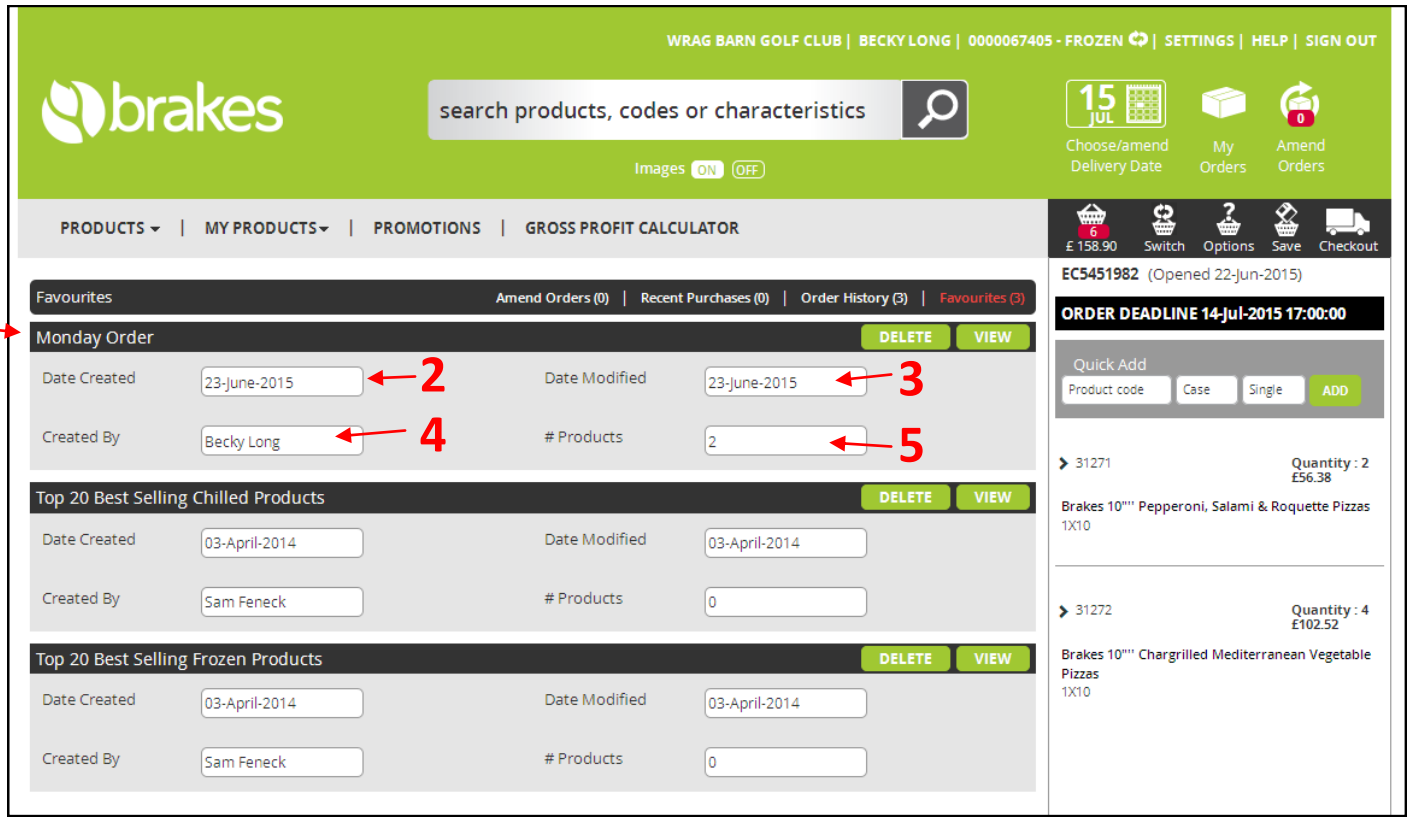
This will take you to the favourites screen and will display all favourite lists attached to this account.

Please bear in mind that these Favourite lists are attached to your **account** and not your general log in, therefore you will only be able to see the lists attached to the account you are currently viewing.

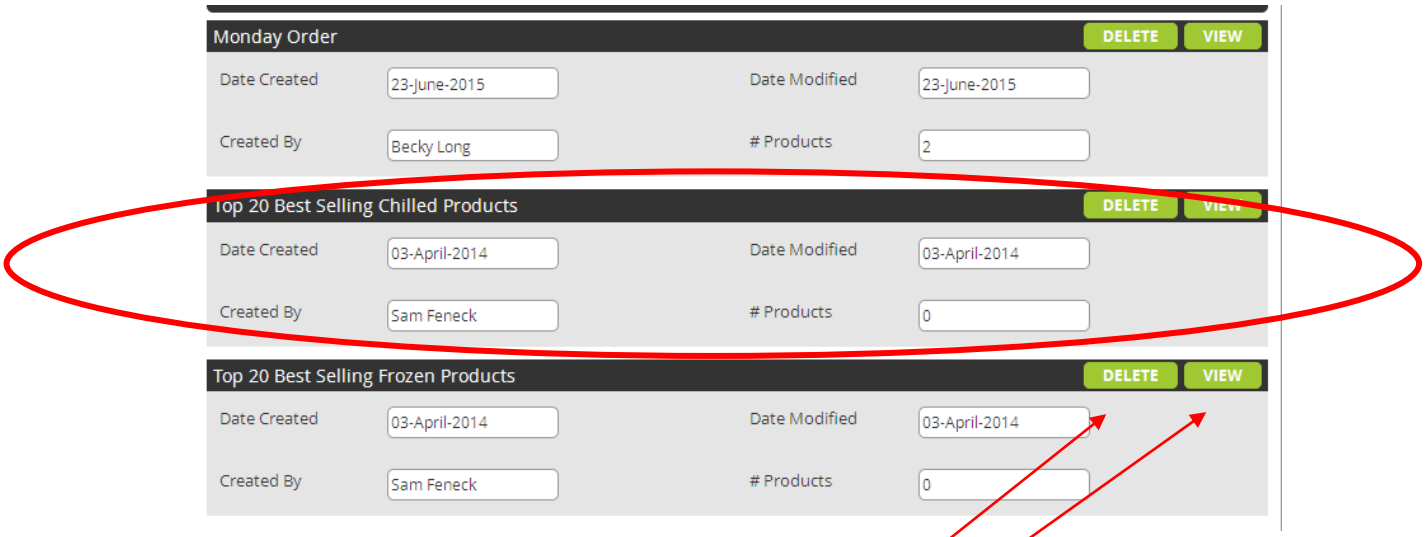
You will be able to see:

- Favourite List's Name
- Date Created
- Date Last Modified
- Which user created your template
- Number of Products





Some of your favourite lists may have been created by a user you do not recognise. These lists have been set up by Brakes administrators and aim to showcase products you may be interested in such as the example below of "Top 20 Best Selling Chilled Products". These lists will not show a number of products and are also unavailable for you to edit or delete.



Favourite lists created by you can be deleted by select the green **DELETE** button.

To go into the Favourite List and view products select the green **VIEW** button.

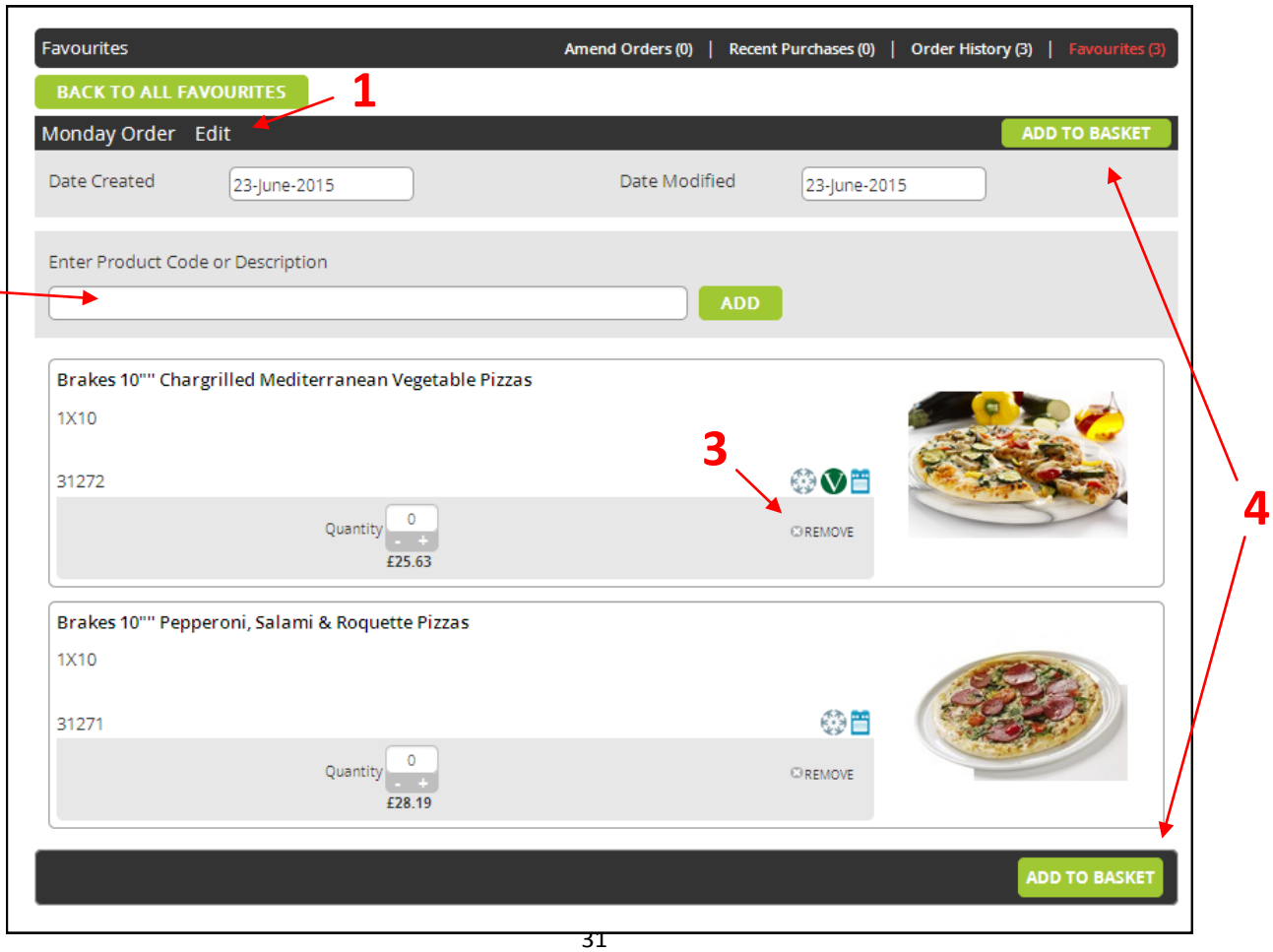
The below screen will appear and you can carry out the following functions:

Rename your favourite list using the **Edit** button

Add new products to the list by typing in the product code and selecting the green **ADD** button

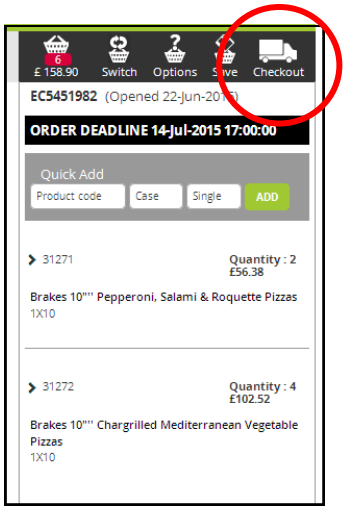
Remove products by selecting **REMOVE**

Add products to basket by amending the quantities of products you would like and selecting **ADD TO BASKET**.



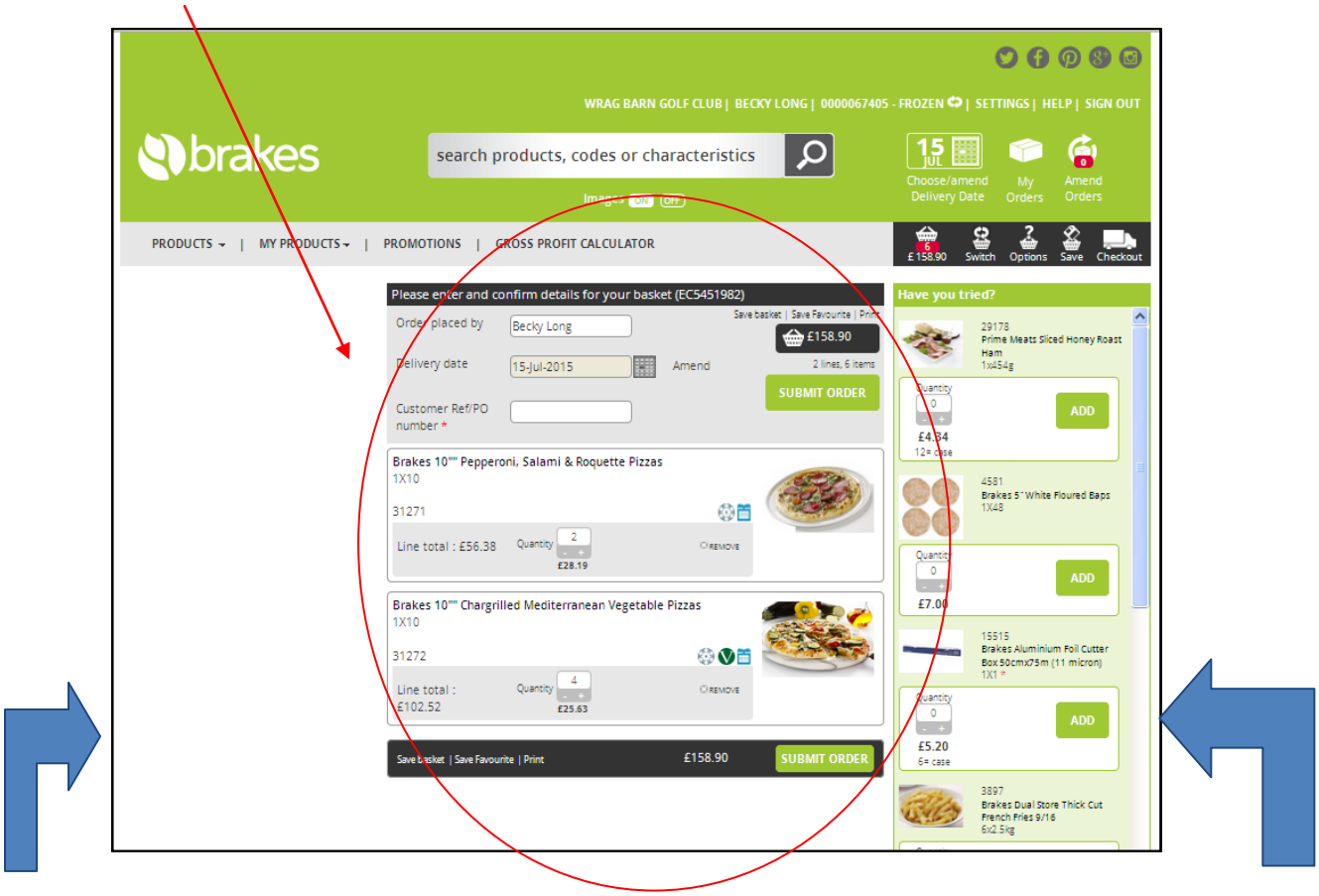
10. Checkout

Overview



When you are happy with the contents of your basket, select the **Checkout** icon.

You will then be taken to a checkout screen to confirm the details of you order. The main detail of your order can be found in the centre of the screen.



At either side of the main checkout information, you will also find useful product ideas.

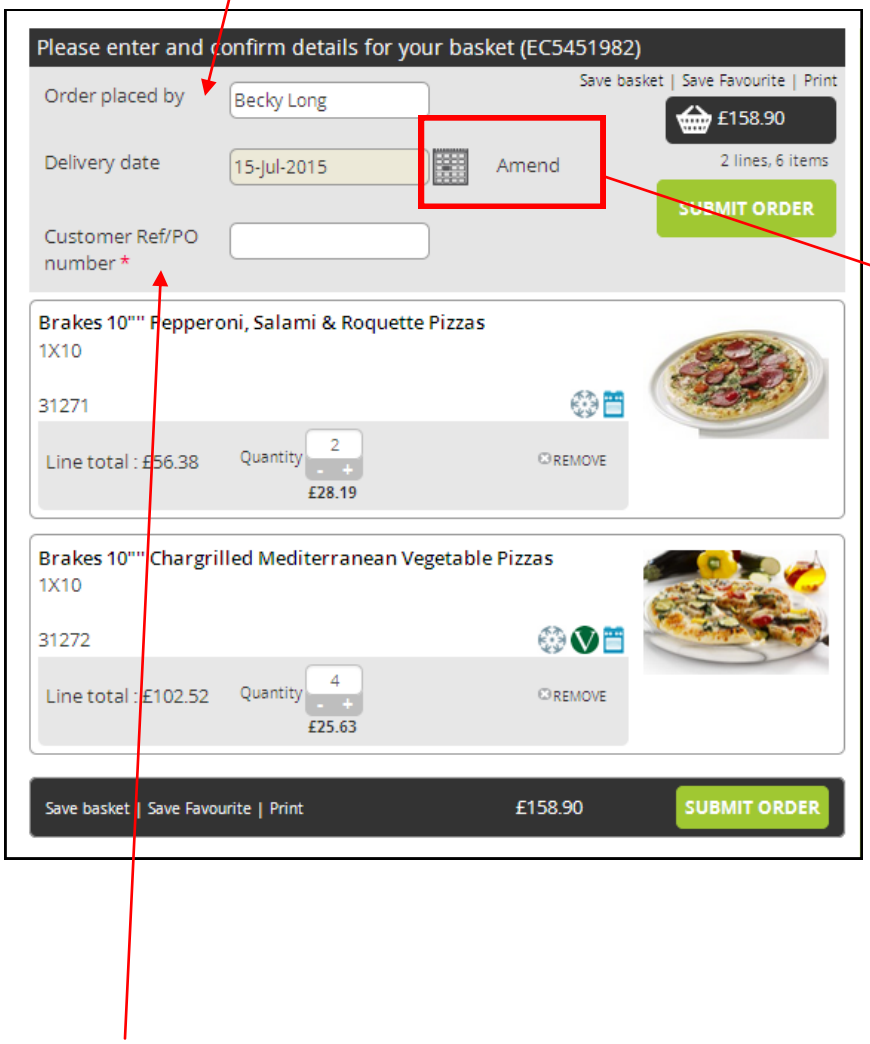
The “Missing from this order?” column will show products you usually purchase but are not in your basket. This is a great way of making sure you haven’t forgotten something crucial to your next dish!

The “Have You Tried?” side we will also show you some of our top selling products that we think you might like.

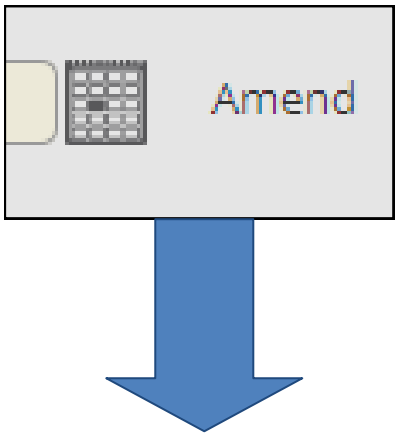
In both of these sections you are able to directly add these products to your checkout basket without moving off screen. Simply edit the quantity and select **ADD**.

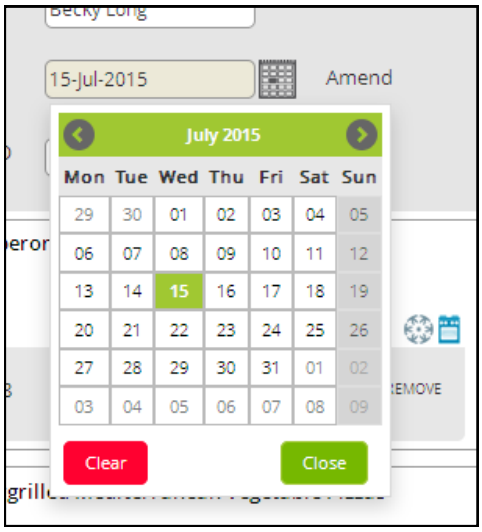
Central Information

At the top of the central information box at the checkout stage you will able to confirm who the order has been placed by. This can be very useful if multiple staff are ordering from the same accounts and you would like to track who has made which order.



Your chosen delivery date will also be present. To amend this select the calendar icon and a pop up calendar box will appear for you to select a new delivery date.





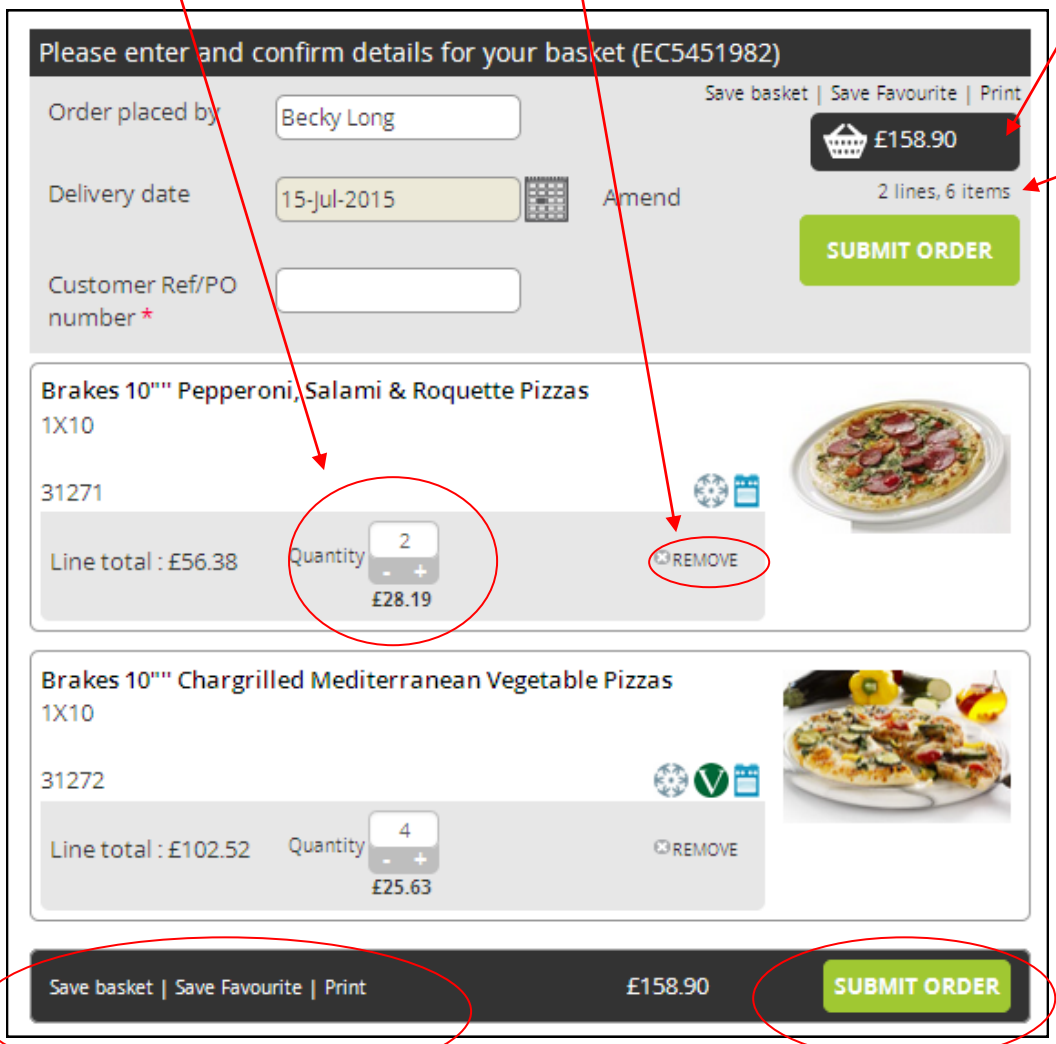
The Customer Ref/PO number box will be set up to be used as agreed with your account manager. If PO numbers are not necessary this can be left blank or you may find it helpful to include a note as to the purpose of this particular delivery (e.g. Friday Wedding Party)

If the section has a small red star, then it has been agreed with the account manager that a valid PO number must be provided at this point and the checkout will not submit without this.

To amend the quantity of each product in your basket use the + and – signs, or type in the quantity you would like in the white box. The price beneath the Quantity box will automatically reflect the changes.

To remove the product from the basket completely select **REMOVE.**

Review the total cost of your current basket.



Review the number of lines and items in your basket.

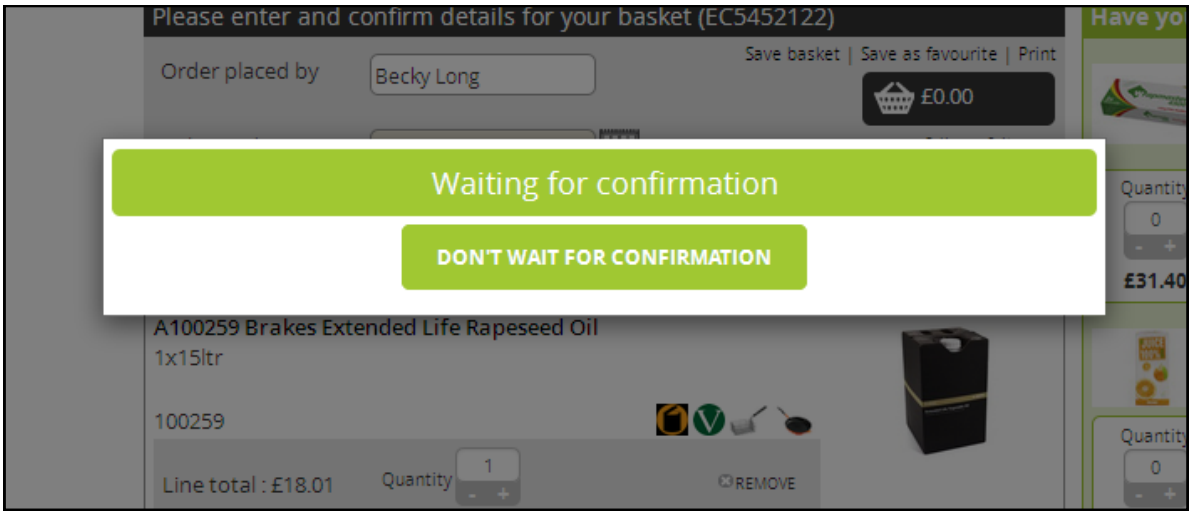
You will also have options repeated from the earlier basket stage available at checkout such as the ability to **Save Basket**, **Save Favourite** or to **Print** your basket.

If you are satisfied with your order select the green **SUBMIT ORDER** button.

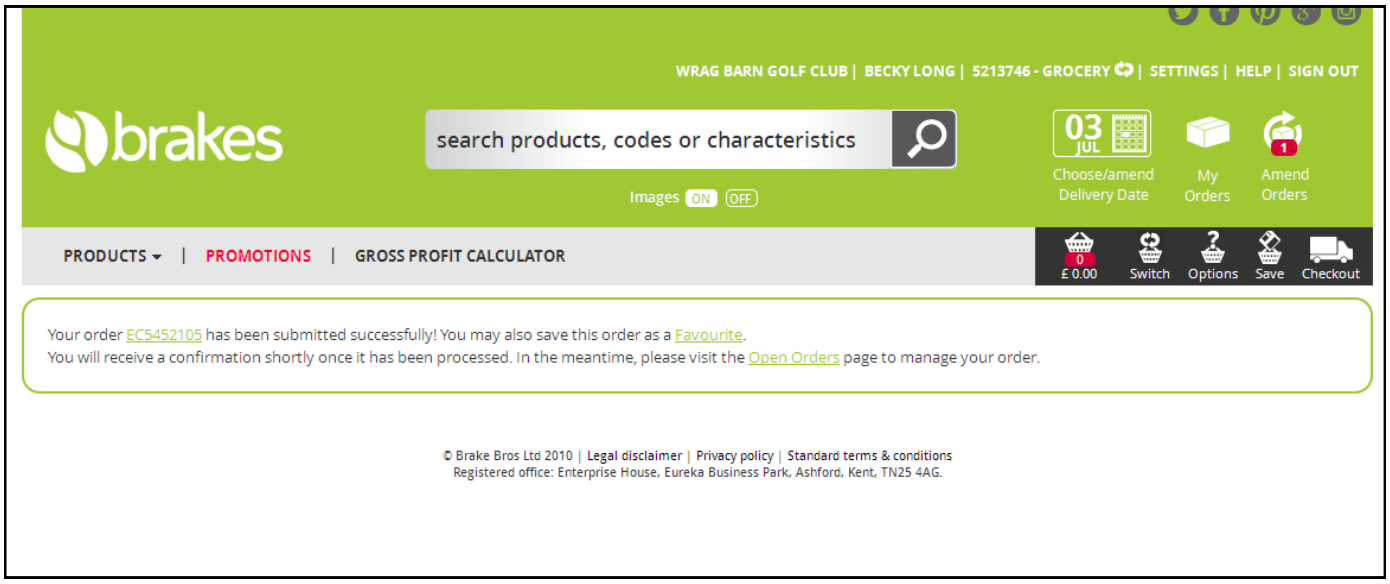
Waiting For Confirmation Stage

Once you have submitted your order, the order will go into the "Waiting For Confirmation" stage. This means that your order will be sent to our system to ensure that all the products you have ordered are available for this date. Once your order has been confirmed you will be sent this confirmation via email. Any out of stock products will be highlighted in this email.

This process should take no longer than a few minutes, however to allow you to continue shopping whilst this goes on, a pop up will appear allowing you to choose **DON'T WAIT FOR CONFIRMATION**. If you choose this the order will still go through, however you will be taken away from the Waiting for Confirmation screen.



If you select this, you will be taken to the below screen confirming that the order has been *submitted***.** You will receive the confirmation that the order has been *processed* via email.


WRAG BARN GOLF CLUB | BECKY LONG | 5213746 - GROCERY | SETTINGS | HELP | SIGN OUT
brakes
search products, codes or characteristics
Images ON OFF
03 JUL
Choose/amend Delivery Date
My Orders
Amend Orders
PRODUCTS | PROMOTIONS | GROSS PROFIT CALCULATOR
0 £0.00
Switch
Options
Save
Checkout
Your order EC5452105 has been submitted successfully! You may also save this order as a Favourite.
You will receive a confirmation shortly once it has been processed. In the meantime, please visit the Open Orders page to manage your order.
© Brake Bros Ltd 2010 | Legal disclaimer | Privacy policy | Standard terms & conditions
Registered office: Enterprise House, Eureka Business Park, Ashford, Kent, TN25 4AG.

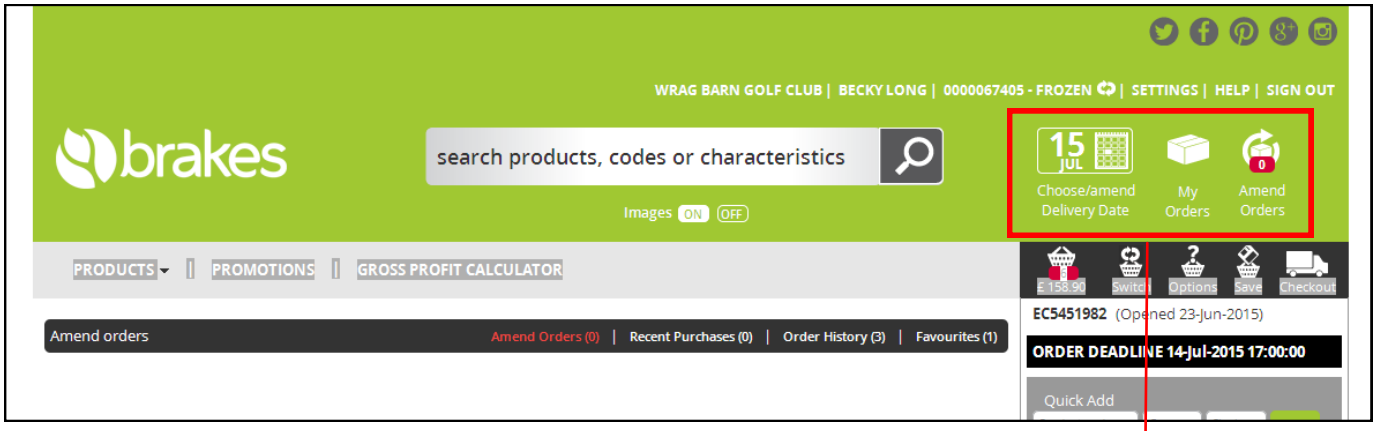
10. Order Management

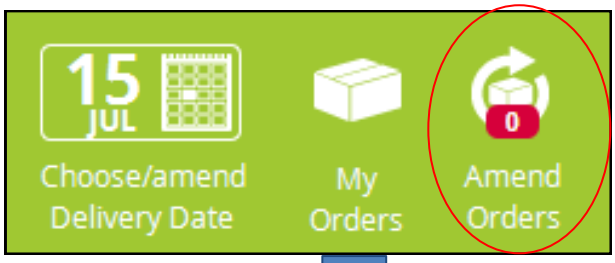
Amending Orders

One of the great features of ordering online with Brakes is that you have the ability to amend you order even after you've submitted. This function is available right up until your cut off time the day before delivery!

Orders that have not yet passed the cut off time are stored as **Open Orders.**

To view all Open Orders select the **Amend Orders** icon at the right hand side of the navigation bar.

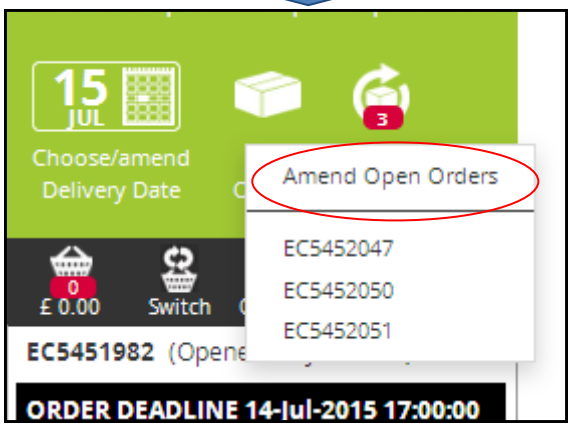




The small red oval at the centre of the icon will show how many Open Orders you currently have available to edit.

Once selected you will see a list of order numbers available for you to edit.

If you are not sure which one you would like to view, select **Amend Open Orders** to see all orders in further detail.



The Amending Orders screen will show the following information:

Order Number

Order Placed By

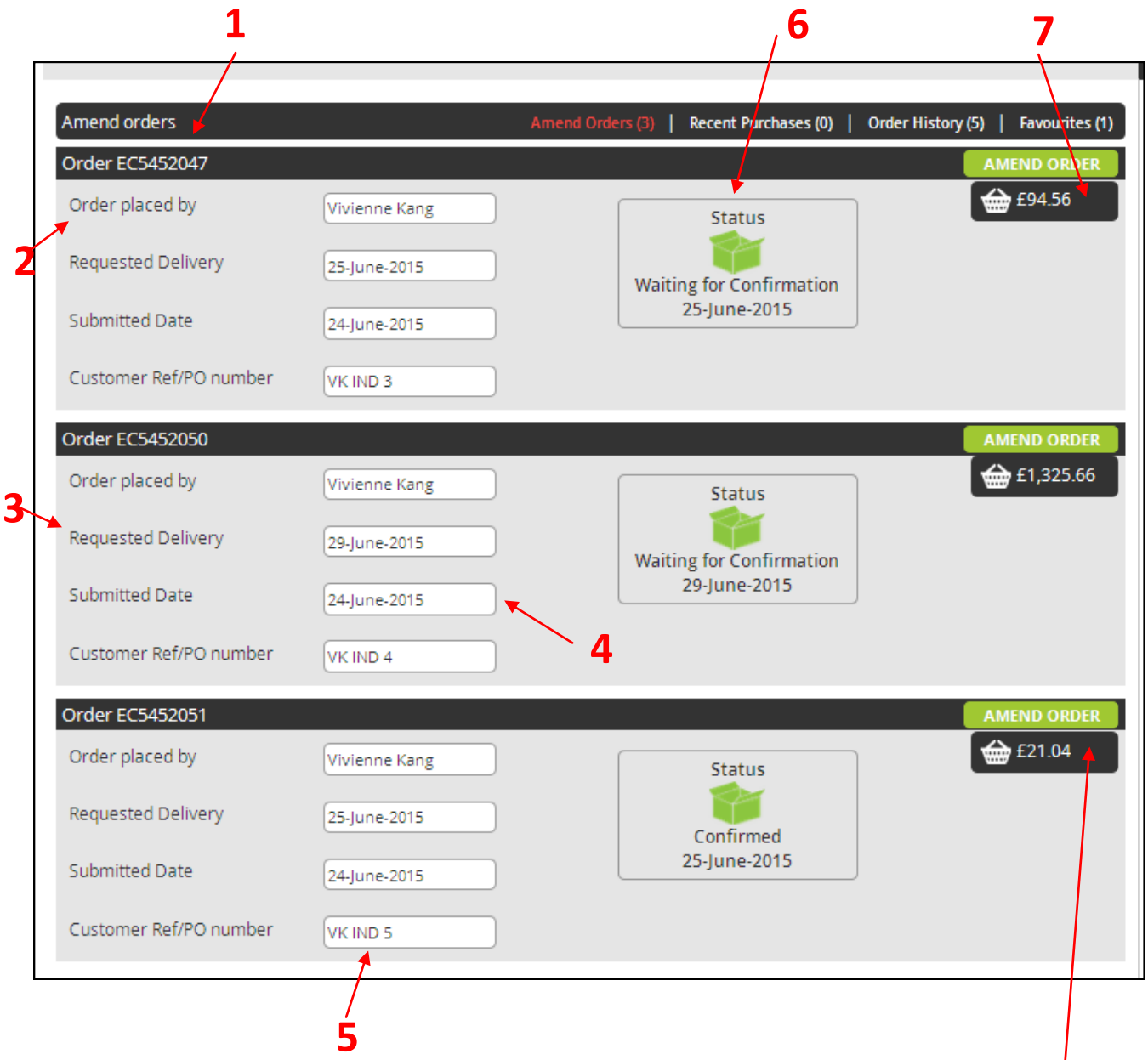
Requested Delivery

Submitted Date

Customer Ref/PO number

Status of the order

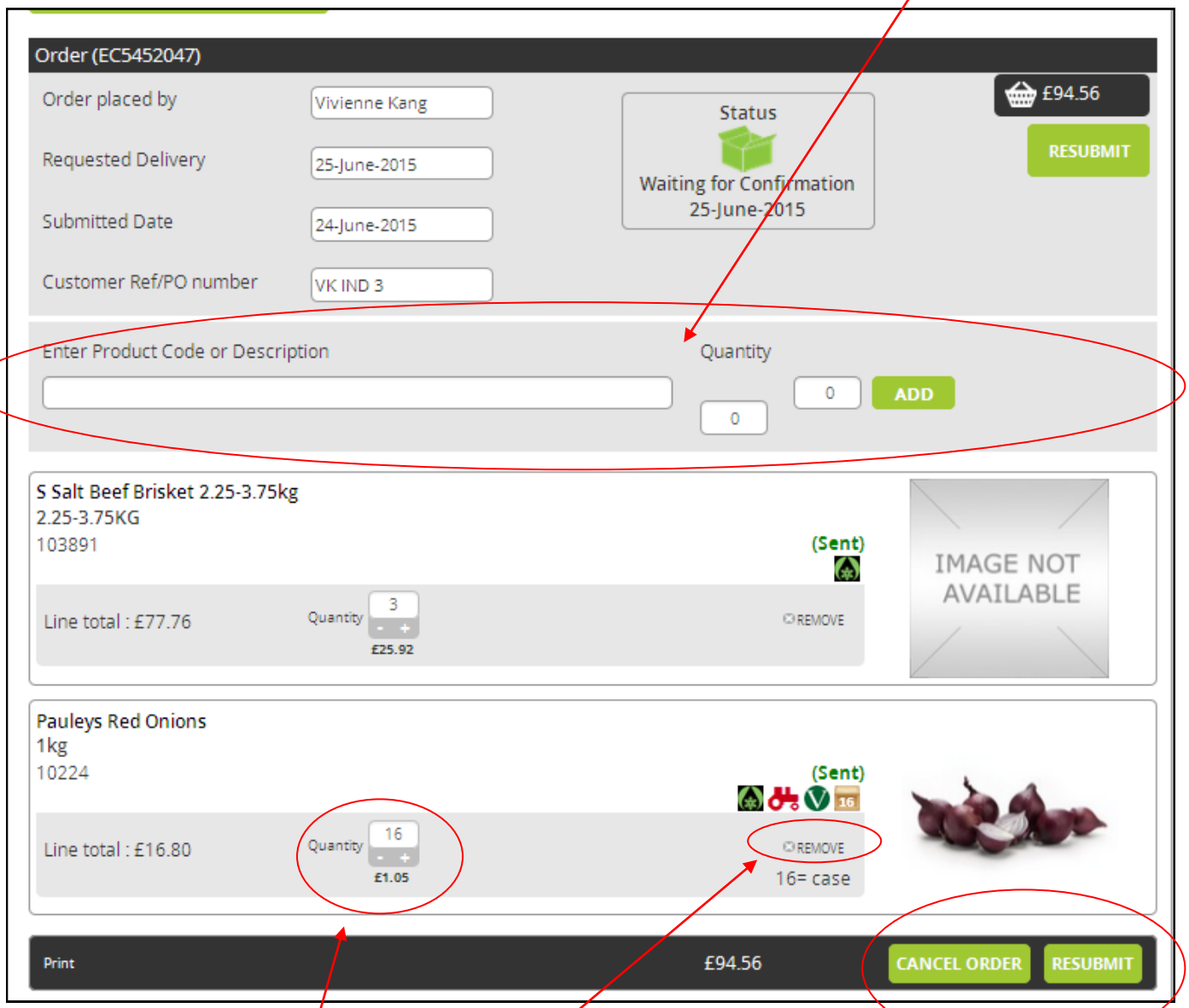
Total Price



To amend the order select **Amend Order**.

After selecting **AMEND ORDER** you will be taken to the screen below. In addition to the information present in the prior screen, you will now also be able to amend products.

To add a product enter the Product Code or Description into the white bar, add the quantity and select **ADD.**



To amend the quantity of products already in your order, adjust the **+** or **-** signs next to each product or select **REMOVE** to get rid of the item completely.

Once you have made your changes, you **MUST** select the **RESUBMIT** button for your changes to be recognised.

Or select **CANCEL ORDER** if you no longer want this order delivered.

Recent Purchases

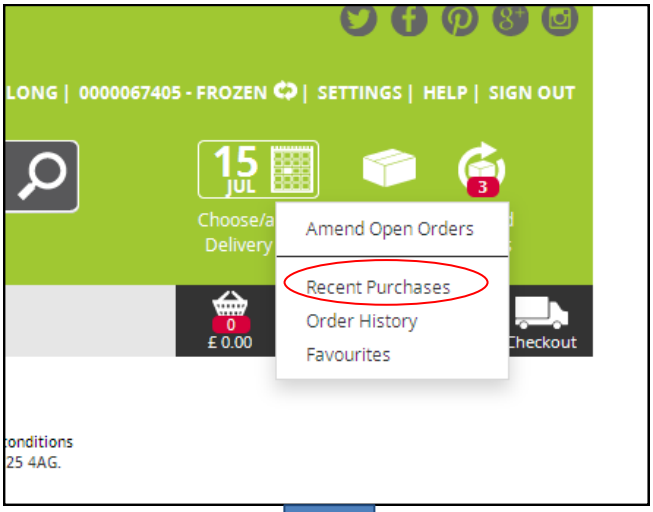
It is also possible to view both a list of products you recently purchased, and the account's order history.

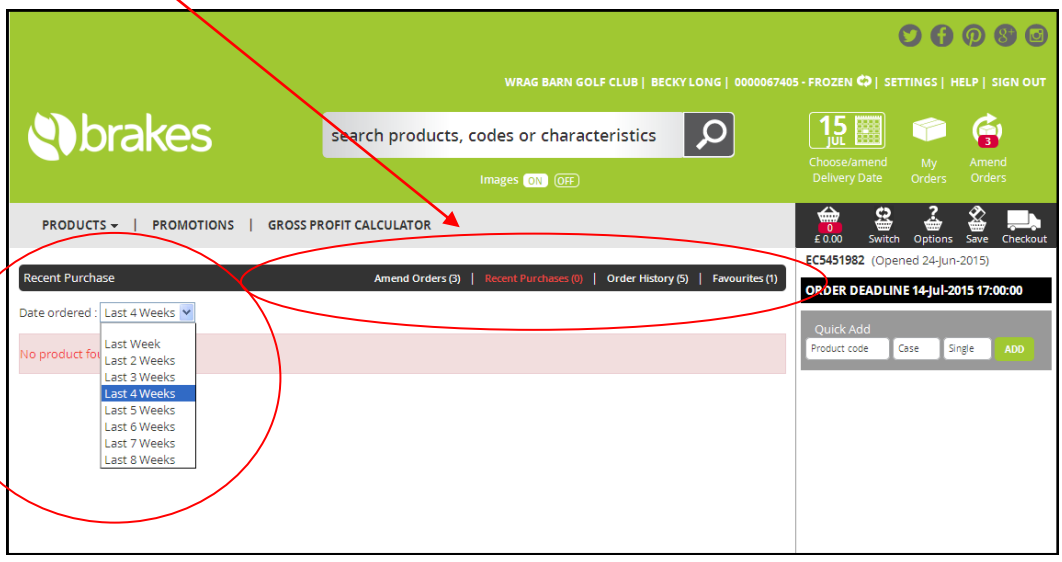
To view recently purchased products select the **My Orders** icon at the right hand side of the navigation bar and choose **Recent Purchases**.

The Recent Purchases screen will appear showing a list of recently purchased products.

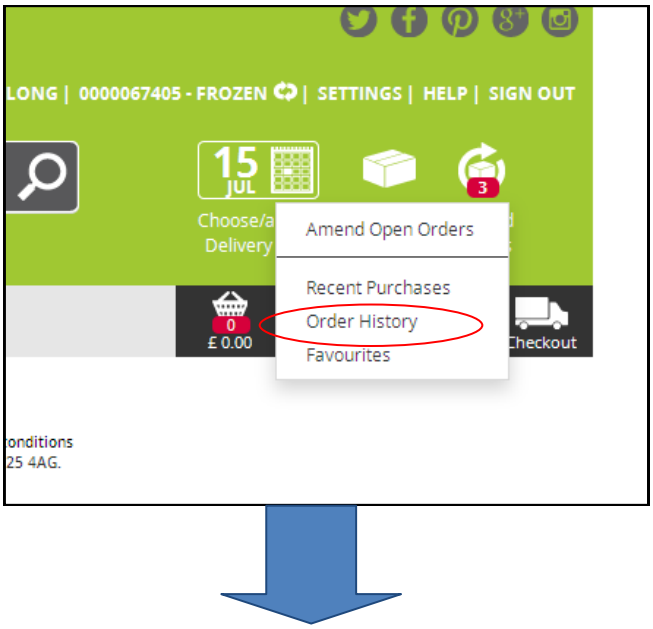
Select the drop down menu next to **Date Ordered** to adjust how many products you view.

You will also notice that when going into My Orders you will be offered an easier of way of navigating the various order management tools by using the black bar. This shows all areas and the number of Lists/Orders/Products available in each area.





Order History



Select **Order History** to view all orders placed within the last 4 weeks.

You will be taken to the screen below which will show Orders listing the following details:

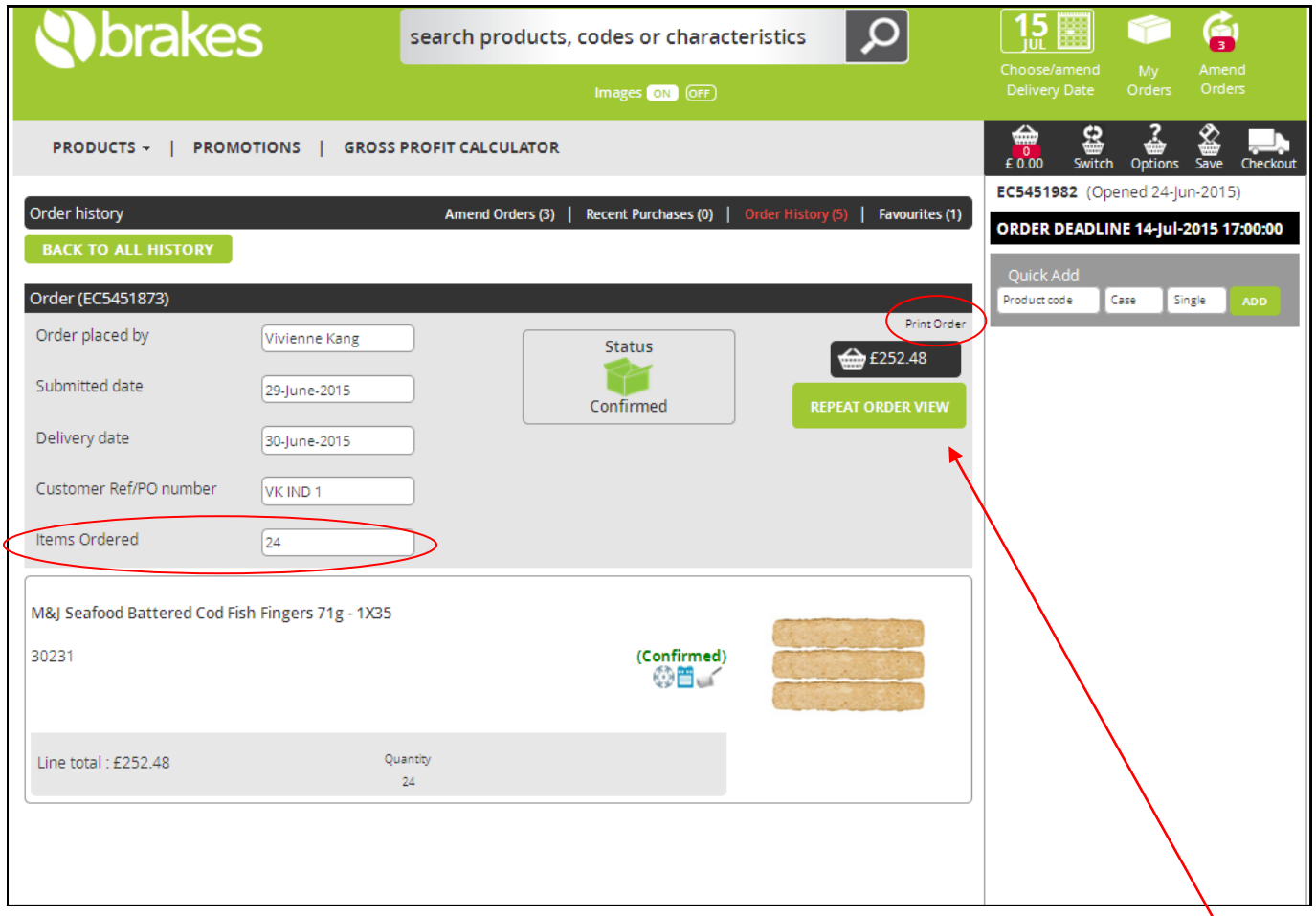
- Order Number
- Order Placed By
- Submitted Date
- Delivery Date
- Customer Ref/PO number
- Status
- Total Price

To look in more detail at this order please select the green **VIEW DETAILS** button.

Repeat Order View

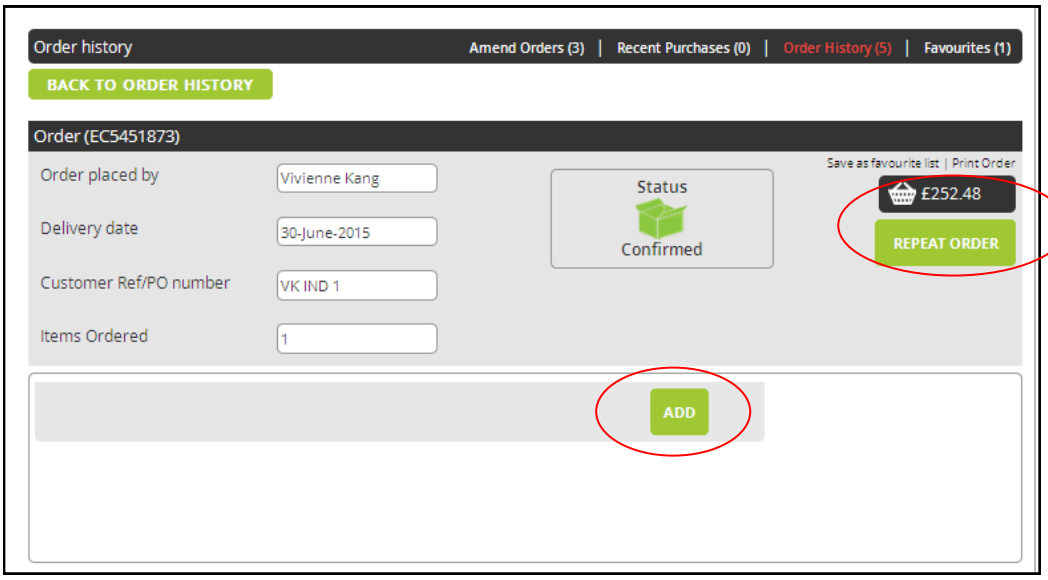
After selecting **VIEW DETAILS** you will be taken to the screen below which will show your order in more detail. In addition to the information on the prior page. You will now also be able to see a list of the products within that order beneath the light grey information box.

Also note that from this page you can also additionally see the number of items ordered and have the ability to **Print Order**.



If you would like to order the products from this list again, or would like to repeat the entire order, select **REPEAT ORDER VIEW.**

To add products amend the quantity and select **ADD**. To repeat the whole order select **REPEAT ORDER**.



Notes

Notes